AVG 9.0 Internet Security Business Edition

User Manual

Document revision 90.6 (30. 4. 2010)

Copyright AVG Technologies CZ, s.r.o. All rights reserved.
All other trademarks are the property of their respective owners.

This product uses RSA Data Security, Inc. MD5 Message-Digest Algorithm, Copyright (C) 1991-2, RSA Data Security, Inc. Created 1991.
This product uses code from C-SaCzech library, Copyright (c) 1996-2001 Jaromir Dolecek <dolecek@ics.muni.cz>
This product uses compression library zlib, Copyright (c) 1995-2002 Jean-loup Gailly and Mark Adler.

Contents

1. Introduction 8

1.1 AVG Internet Security Business Edition scheme 8
1.2 Key features and functions 10
1.3 Operating Systems Supported 11
1.4 Minimum Hardware Requirements 12
1.5 Recommended Hardware Requirements 13
1.6 Network Requirements 13
1.6.1 Ports to be allowed on stations 13
1.6.2 Ports to be Allowed for Remote Administration 13
1.7 Migrating Stations From Previous Version 15

2. AVG Internet Security Business Edition Installation 16

2.1 Components Overview 16
2.1.1 AVG Admin Server Deployment Wizard 16
2.1.2 AVG Network Installer 16
2.1.3 AVG Admin Console 16
2.1.4 AVG Admin Lite 16
2.1.5 AVG Admin Server 16
2.1.6 Server roles 16
2.2 Where to Install and Deploy 17
2.3 Language Selection 18
2.4 License Agreement 18
2.5 Installation Type 19
2.6 Personalize 20
2.7 Destination Folder 20
2.8 Component Selection 21
2.9 Installation Summary 22
2.10 Installation Complete 23

3. AVG Admin Deployment Wizard 24

3.1 Introduction 25
3.2 Deploying multiple UpdateProxy roles 25
3.3 Role Selection 26
3.4 DataCenter Role 27
3.4.1 Firebird 27
3.4.2 MS SQL Server Express Edition 27

3.4.3 MS SQL Server *27*
3.4.4 Oracle *27*
3.4.5 MySQL 5 ..... *27*
3.4.6 Data Import *27*
3.4.7 Server Access *27*
3.5 UpdateProxy role 38
3.5.1 Update servers *38*
3.6 Configuration overview 42

4. AVG Network Installer Wizard Basic Mode 44

4.1 Remote Installation on Windows XP Home 44
4.2 Recommendations for Components 44
4.3 Welcome 45
4.4 Installation Method 46
4.5 Remote Network Installation 47
4.5.1 All Stations from the Domain *47*
4.5.2 Enter an IP Range *47*
4.5.3 Import Stations from File *47*
4.5.4 Select a Single Station *47*
4.5.5 Select from Active Directory *47*
4.6 Remote network installation - final steps 59
4.7 Creation of AVG Installation Script 61

5. AVG Network Installer Wizard Advanced Mode 68

5.1 Welcome 69
5.2 Installation Method 70
5.3 Remote Network Installation 71
5.3.1 All Stations from the Domain *71*
5.3.2 Enter an IP Range *71*
5.3.3 Import Stations from File *71*
5.3.4 Select a Single Station *71*
5.3.5 Select from Active Directory *71*
5.4 Remote network installation - final steps 87
5.5 Creation of AVG Installation Script 89

6. AVG Admin Console 99

6.1 What is AVG Admin Console 99
6.2 AVG Admin Console Interface Overview 101
6.2.1 Upper Main Menu *101*

6.2.2 Navigation Tree *101*
6.2.3 Records Section *101*
6.2.4 Status Panel *101*
6.2.5 Quick Help Panel *101*
6.2.6 Filter Panel *101*
6.2.7 The Latest Versions *101*
6.3 Synchronization Process 113
6.3.1 Station Settings Synchronization *113*
6.3.2 Scan Results Synchronization *113*
6.3.3 Station Components States Synchronization *113*
6.4 Stations 115
6.4.1 Non-Compliant Stations *115*
6.4.2 Stations with AVG Firewall *115*
6.4.3 New Stations *115*
6.4.4 Filtering *115*
6.5 Servers 119
6.5.1 AVG Admin servers *119*
6.5.2 Application Servers *119*
6.5.3 Filtering *119*
6.6 Scan results 122
6.6.1 Filtering *122*
6.7 Events 126
6.7.1 Filtering *126*
6.8 Notifications 127
6.8.1 Condition Tab *127*
6.8.2 Message Tab *127*
6.9 Graphic Reports 130
6.9.1 Report Templates *130*
6.9.2 Report Schedules *130*
6.9.3 Generated Reports *130*
6.9.4 Filtering *130*
6.10 Licenses 138
6.10.1 Shared Settings *138*
6.10.2 Stations *138*
6.11 Pending Requests 139
6.11.1 Filtering *139*

7. AVG Admin Server 141

8. AVG Admin Lite 142

8.1 AVG Admin Deployment Wizard Lite 142

8.1.1 Configuration Overview 142

8.1.2 Completion 142

8.2 AVG Network Installer Wizard Lite 145

8.2.1 Installation Settings 145

8.2.2 Creation of AVG Installation Script 145

8.2.3 Completion 145

9. AVG Settings Manager 150

10. Configuration 153

10.1 Shared Settings for Stations/Groups 153

10.1.1 General control and priority levels 153

10.1.2 Alert Manager settings 153

10.1.3 Remote Administration 153

10.1.4 Allowed Actions 153

10.1.5 License 153

10.1.6 Configuration copying 153

10.1.7 Scheduled Scans 153

10.1.8 Moving values to groups/servers 153

10.1.9 Anti-Spam 153

10.2 Shared Firewall Settings 169

10.2.1 Setting Items as Mandatory 169

10.2.2 Profiles 169

10.3 Shared Settings for Application Servers 173

10.3.1 Overview 173

10.3.2 Anti-Spam Server for MS Exchange 173

10.3.3 E-mail Scanner for MS Exchange (routing TA) 173

10.3.4 E-mail Scanner for MS Exchange (SMTP TA) 173

10.3.5 E-mail Scanner for MS Exchange (VSAPI) 173

10.3.6 Document Scanner for MS SharePoint 173

10.3.7 Detection Actions 173

10.3.8 Mail Filtering 173

10.4 AVG Admin Server Settings 183

10.4.1 General tab 183

10.4.2 DataCenter tab 183

10.4.3 UpdateProxy tab 183

10.4.4 E-mail tab *183*
10.5 Connection String 190
10.6 Proxy Server 191
10.7 AVG Admin Console 192
10.7.1 Context Menu *192*
10.7.2 Station Groups *192*

11. How to... ..... **200**

11.1 How to Connect Stations to AVG Datacenter 200
11.1.1 Connecting Stations Manually *200*
11.2 How to Migrate Stations from/to Different DataCenter 202
11.2.1 Importing Stations and Settings from AVG DataCenter 8.5 ..... *202*
11.2.2 Migrating Stations to another AVG DataCenter *202*
11.3 How to Synchronize Stations 204
11.4 How to solve Update related issues 204
11.5 How to install AVG remotely on Windows XP Home 205
11.6 How to Change User Interface Language 206
11.7 How to Control station users actions 207
11.8 Requests handling and status messages 208
11.9 How to manage access rights 209
11.10 How to maintain the DataCenter database 213
11.11 List of AVG Setup Parameters 214

12. AVG DataCenter **222**

12.1 Maintenance 222
12.2 Password protection 222
12.3 Converting the AVG DataCenter to a Different Database 223
12.4 Web Interface 223

13. AVG Managed Update **225**

14. Updates **232**

14.1 General Information 232
14.2 Update within the Local Network 232

15. AVG Admin Server for Linux **234**

15.1 Installation 234
15.1.1 Firebird Installation *234*
15.1.2 Database Setup *234*

15.1.3 AVG Admin Server 9.0 for Linux Installation *234*
15.1.4 Manual Database Upgrade *234*
15.1.5 License *234*
15.1.6 AVG Admin Server 9.0 for Linux Configuration *234*
15.1.7 Installation Verification *234*
15.1.8 Installation Troubleshooting *234*
15.2 Start-up Parameters 239
15.3 Configuration 241

16. FAQ and Technical Support 246

1. Introduction

This user manual provides comprehensive documentation for **AVG Internet Security Business Edition.**

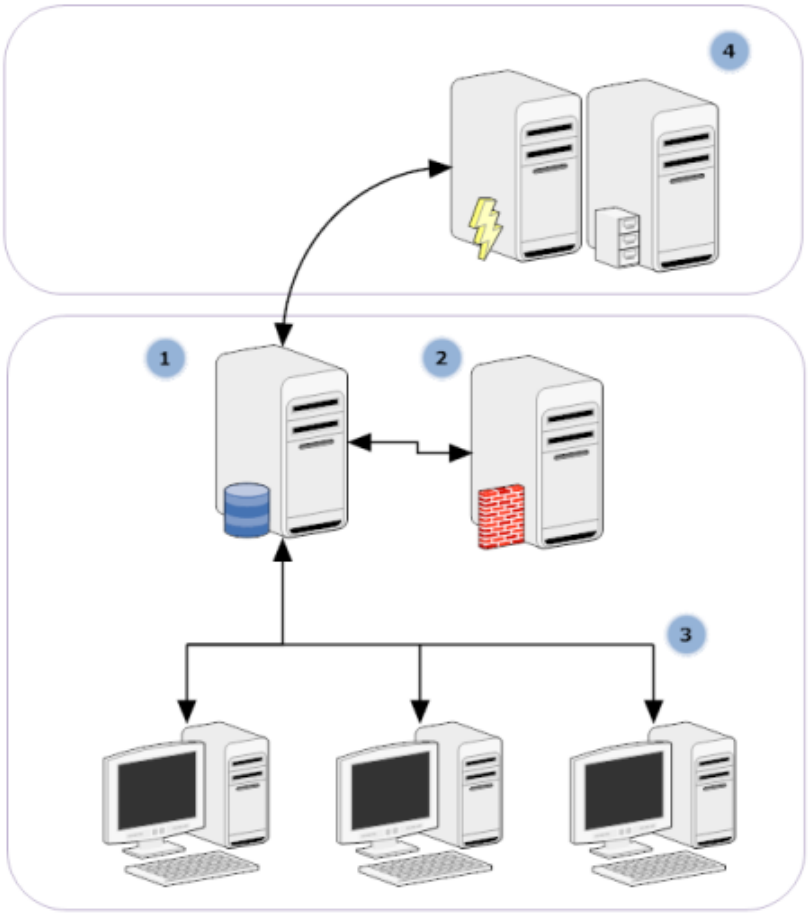
Important notice:

The document may contain references to other user guides, especially the Internet Security guide. If you are not familiar with the AVG User Interface and AVG advanced/Firewall settings we strongly recommend that you download all relevant guides in advance from the http://www.avg.com website, *Support Center/Download/Documentation* section.

You can also use context help, which is available through the application, to get the requested information.

1.1. AVG Internet Security Business Edition scheme

Please review the simplified scheme of **AVG Internet Security Business Edition** showing the basic connection and interaction of remote administration components in the default and most common configuration:



1) AVG DataCenter

consists of a database, and **AVG Admin Server**. The **AVG Admin Server** performs the role of a mediator between the AVG DataCenter and AVG stations. The AVG Admin Console uses the AVG Admin Server to approach the AVG DataCenter database, and to centrally define settings for stations and system parameters. AVG stations approach the AVG Admin Server to read the setup parameters; and to save their currently defined setting and scan results into the AVG DataCenter.

AVG Admin Server also works as a local update source. If you deploy the UpdateProxy role to multiple servers, you can then use them for updating stations and keeping the bandwidth/load in balance.

2) AVG Admin Console

is a program for administration of AVG stations. It communicates directly with the AVG Admin Server.

3) **Stations**

communicate with the AVG Admin Server that accepts the default settings, requests specific settings, sends the scan results etc.

4) **AVG Technologies Server**

provides AVG Admin Server/Servers with update files.

1.2. Key features and functions

AVG Internet Security Business Edition offers the following functions:

- **Remote installation**

  Using this function you can easily install AVG on all stations in the local network. This remote installation is secured by the AVG Network Installer Wizard – a program for direct remote installation and/or creation of an installation script that makes it possible to run the Setup installation program on all remote network stations.

- **Centrally controlled updates**

  All AVG stations in the network can be updated centrally using the AVG Admin Console.

- **Server roles**

  AVG Internet Security Business Edition can now act in multiple roles, where each role can be deployed separately (DataCenter role used for remote stations management, UpdateProxy role for managing updates), which allows the user to divide the load among multiple physical servers.

- **Secured communication**

  Network communication between AVG Admin (AVG Admin Server) and stations is completely encrypted.

- **Full remote administration in the network**

  The full functionality of the **AVG Internet Security Business Edition** guarantees:

  - Automated remote AVG installation on all network stations thanks to new AVG Network installer Wizard
  - Continuous overview of all network AVG stations' current status
  - Central control and administration of AVG stations' configuration

AVG Internet Security Business Edition full functionality is provided by the AVG Admin Console, and the AVG DataCenter.

If you do not need the full functionality, it is possible to install and deploy only the AVG Admin Lite (for installation scripts generation and local update source).

- In addition to all standard features, AVG Internet Security Business Edition may contain the following components support (configuration available directly from the AVG Admin Console):
  - ***Anti-Spam protection***
  - ***Anti-Spyware protection***
  - ***Firewall protection***
  - ***Online Shield protection***
  - ***LinkScanner protection***
  - ***Anti-Rootkit protection***

  Note: *Depending on your edition, the support of components may vary!*
- Backward compatibility including an easy migration from the previous version!

1.3. Operating Systems Supported

AVG Internet Security Business Edition is intended to manage/protect stations with the following operating systems (with the exceptions mentioned below the list):

- MS Windows 2000 Professional SP4 + Update Rollup
- MS Windows Server 2000 SP4 + Update Rollup
- MS Windows XP Professional SP2
- MS Windows XP Home SP2
- MS Windows XP Professional x64 SP1
- MS Windows Server 2003 SP1
- MS Windows Server 2003 x64
- MS Windows 2008 Server
- MS Windows 2008 Server x64

- MS Windows Vista, all editions
- MS Windows Vista x64, all editions
- MS Windows 7, all editions
- MS Windows 7 x64, all editions

The **AVG Admin console, AVG Admin Server** and related components are supported in the following operating systems:

- MS Windows 2000 Professional SP4 + Update Rollup
- MS Windows Server 2000 SP4 + Update Rollup
- MS Windows XP Professional SP2
- MS Windows XP Home SP2
- MS Windows XP Professional x64 SP1
- MS Windows Server 2003 SP1
- MS Windows Server 2003 x64
- MS Windows 2008 Server
- MS Windows 2008 Server x64
- MS Windows Vista, all editions
- MS Windows Vista x64, all editions
- MS Windows 7, all editions
- MS Windows 7 x64, all editions

The AVG Admin Server for Linux is supported in the Redhat, Suse, Mandriva, Ubuntu, Debian and possibly other i386/x64 based Linux distributions.

1.4. Minimum Hardware Requirements

Minimum hardware requirements for AVG Internet Security Business Edition and related components are as follows:

- Intel Pentium CPU 1.5 GHz
- 500 MB of free hard drive space

- 512 MB of RAM memory

1.5. Recommended Hardware Requirements

Recommended hardware requirements for AVG Internet Security Business Edition are as follows:

- Intel Pentium CPU 1.8 GHz
- 600 MB of free hard drive space
- 512 MB of RAM memory

1.6. Network Requirements

To be able to successfully install AVG on stations remotely, it is necessary to take some steps in advance.

Note: *If you experience any problems with the remote administration/installation/ connection even after reviewing the chapters below, please try to find the proper answer in the FAQ (Frequently Asked Questions) located at http://www.avg.com/faq.*

1.6.1. Ports to be allowed on stations

For individual stations in your network, that use a personal firewall, you will probably need to allow certain ports and set specific system features in order to be able to correctly use AVG remote installation.

Depending on the firewall type and settings on each station, some of the requirements listed below may be already predefined or allowed, or its settings may not be available under the same name and description. We strongly recommend that all changes should only be done by well experienced users! Always consult the User manual or Help guide for your firewall before proceeding to change any settings.

- **Ping (ICMP type 0 - Incoming echo request)**

  Change this setting only if the **AVG Network Installer** is not able to detect network station(s), which you are sure are switched on and fully operational.

  In the firewall settings used on the remote station allow the incoming ping requests within the local network. Often this function can be found under **ICMP type 0** or **Incoming echo request** or similar description. If set correctly, AVG Network Installer will be able to find the station in the network.

- **File and Printer Sharing for Microsoft Networks**

  To allow **AVG Network Installer** access to a remote station over the *Admin$* share, you first need to allow ***File and Printer Sharing for Microsoft Network***

on the remote station. Specifically you must allow **TCP ports 139 and 445 and UDP ports 137, 138 and 445**. This way the AVG Network Installer can copy the **AVG Agent** to the remote station.

As a first step you should check, that the ***File and Printer Sharing for Microsoft Networks*** is installed on the remote station.

If you use Windows 2000 or XP, you can find the settings under Start/Settings/ Network connections. In the properties window of the Network connections, tick the ***File and Printer Sharing for Microsoft Networks***. If you cannot see such an item, then it is probably not installed yet. In this case, please contact your station administrator or install the component yourself from the installation CD.

For Windows Vista navigate to ***Control Panel/Network and Sharing Center*** and enable the ***Network sharing***.

If you use Windows 7 - navigate to ***Control Panel/All Control Panel Items/ Network and Sharing Center/Advanced sharing settings***. Select a profile applicable for your network (or choose step by step both) and then click the ***Turn on file and printer sharing*** radio button.

If the ***File and Printer Sharing for Microsoft Networks*** is successfully installed, you need to allow the ports mentioned above in the firewall installed on the remote station. If for example the built-in Windows XP firewall is used, you can easily allow this feature by clicking the ***File and Printer Sharing*** item located in the Exceptions tab.

- **RPC: Remote Procedure Call**

  To be able to launch the AVG Agent on the remote station, you need to allow the following ports in the firewall on the station – TCP and UDP port 135.

- **Communication on TCP port number 6150**

  For correct communication between the **AVG Network Installer** and the **AVG Agent** component you need to first allow communication on **TCP port 6150**. Using this port the AVG Network Installer controls the AVG Agent tool and passes it the AVG installation files.

1.6.2. Ports to be Allowed for Remote Administration

Ports that need to be allowed for remote administration are listed below:

- **Communication on TCP port number 80**

  For downloading AVG updates from the internet to the **AVG Admin Server UpdateProxy**, it is necessary to permit outgoing communication for these components on **TCP port 80**.

  For successful connection between AVG Admin Server and stations, you also

need to allow other ports on your router/firewall/hub/VPN or other type of relevant connection type, hardware or software:

- **TCP Port 4158**

  For basic communication between the AVG Admin Server and the AVG stations and the **AVG Admin console**, you need to allow **TCP port 4158** (predefined by default).

  This port can be changed in the AVG Admin Server configuration and in the AVG User Interface on the station (via upper menu ***Tools/Advanced Settings*** – ***Remote Administration***).

- **TCP Port 6051**

  This port is used for direct messages from AVG Admin Server to the AVG Station.

  This port can be changed within the AVG User Interface on the station (via upper menu ***Tools/Advanced Settings – Remote Administration group***).

- **TCP Port 6054**

  This port is used for direct messages from the AVG Admin Server to the AVG Admin Console. This port is not configurable. AVG Admin Console tries to open this port automatically for listening, if the port is not available, it tries to open subsequent ports (**6055, 6056**, …) until it successfully finds an available one.

1.7. Migrating Stations From Previous Version

The migration of one AVG DataCenter to another is described in the ***How to/Migrate stations from/to different DataCenter***.

2. AVG Internet Security Business Edition Installation

In order to be able to remotely install AVG on stations, you must first install **AVG 9.0 Remote Administration** and its components.

The whole process consists basically of two steps:

- **Components Installation**
- **Deployment process**

Note: *It is strongly recommended that you go through the following chapters first to get a general overview of the AVG Internet Security Business Edition installation possibilities so that you can set the configuration that best suits your needs. Especially check the Where to Install and Deploy and Components Overview chapters.*

AVG Internet Security Business Edition can be launched using the exe file within the **AVG Admin** directory on the installation CD. Also, the latest installation package can always be downloaded from the AVG website at http://www.avg.com/download.

Before installing AVG Remote Administration visit the AVG website and check for the latest installation file!

2.1. Components Overview

Below you will find a brief overview of all components.

2.1.1. AVG Admin Server Deployment Wizard

This wizard will help you to deploy AVG Internet Security Business Edition onto your server or divide it across multiple servers.

2.1.2. AVG Network Installer

The AVG Network Installer Wizard helps you to automatically install AVG on remote stations with only a few clicks.

2.1.3. AVG Admin Console

The **AVG Admin Console** is a central place for administration of your remote AVG station installations in the network. It communicates with the AVG Admin server and controls, processes and displays all relevant events.

2.1.4. AVG Admin Lite

AVG Admin Lite is the name given to a simplified installation of AVG Internet Security Business Edition, providing only a local update source and script AVG installations on stations, without the benefits of AVG DataCenter and **AVG Admin Console**.

2.1.5. AVG Admin Server

The **AVG Admin Server** stores data in a database (AVG DataCenter) and performs the role of a mediator between the AVG DataCenter and stations. AVG Admin Server may also work as a local update source.

The **AVG DataCenter** is a database that contains the entire configuration for AVG stations, including scan and tasks settings. All stations with **AVG** installed, as well as the AVG Admin Console program, communicate with the **AVG DataCenter**. The communication is possible only if the ***Remote Administration*** component is properly installed on all stations connected to the **AVG Admin Server**.

AVG DataCenter supports one embedded and several standalone (commercial) SQL database systems. You will be able to choose specific database system during deployment process (AVG Admin Deployment Wizard starts after installation).

2.1.6. Server roles

There are two roles that can be deployed after installation on AVG Admin Servers. The selection of roles is a key part of the deployment process that will take place right after product installation. The roles are as follows:

- **DataCenter role**

  Allows central management of AVG stations configuration via the AVG Admin Console, collects scan results from AVG stations, shows components states and much more.

- **UpdateProxy role**

  Serves as a proxy server for downloading and distributing updates to your stations.

2.2. Where to Install and Deploy

You can install and deploy different components/roles of AVG Remote Administration to different servers/stations. There is no need to install everything on one machine.

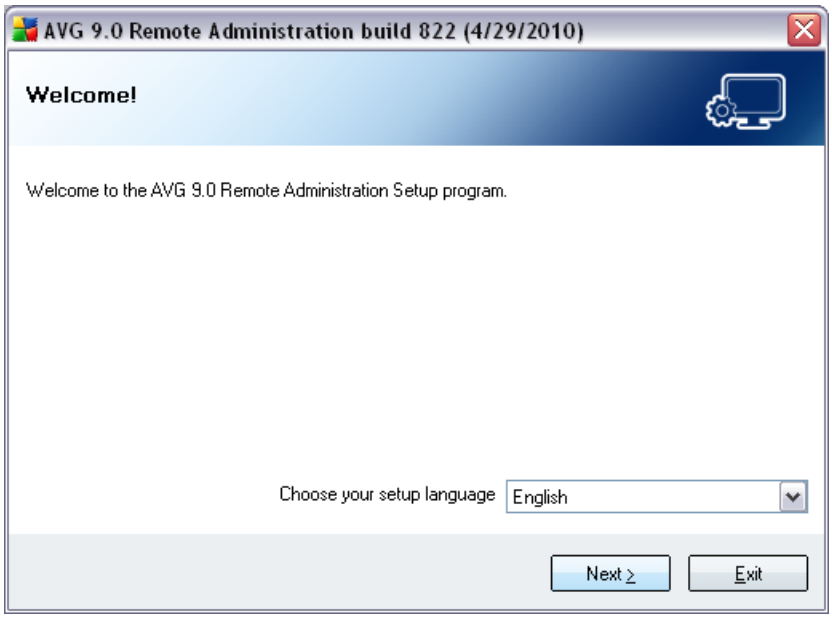
Once you finish product installation, you will proceed to the deployment process that allows you to deploy different server roles.

For example, the AVG DataCenter role can be deployed to some central server in your network. If your network or number of stations is large, you can deploy the ProxyServer role to multiple servers across the network to achieve load balancing and adequate bandwidth usage.

Also, the AVG Admin Console (central application for administration of your stations) can be installed to a different station and the administrator can manage the stations from any place.

2.3. Language Selection

The welcome dialog appears in the language of the operating system to which AVG Internet Security Business Edition is being installed. You can switch to another language and confirm your choice by pressing the ***Next*** button.



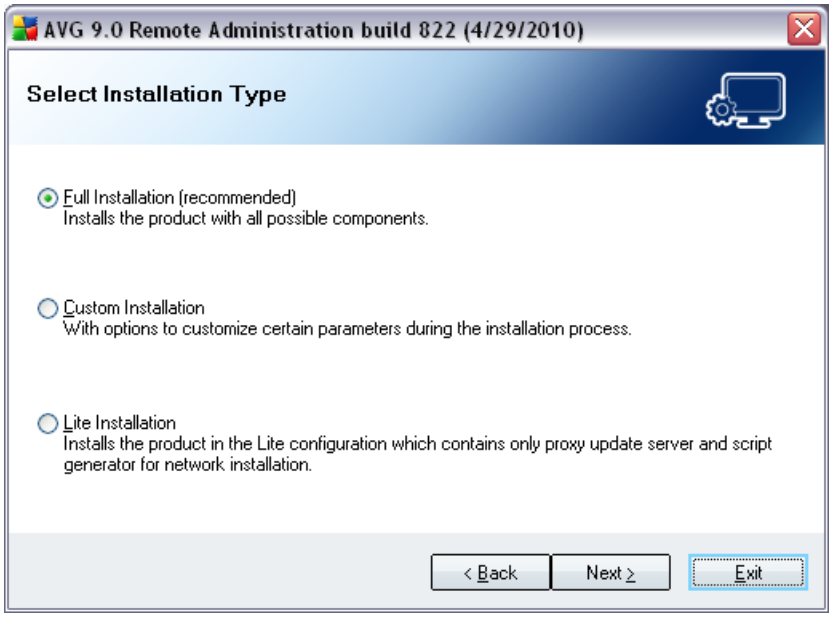
2.4. License Agreement

This dialog window offers the full wording of the AVG Internet Security Business Edition license agreement. You can either scroll down to read the text or click the ***Printable version*** button to open it in a new resizable window with an option to print the whole agreement.

Once you finish reading, check the ***I have read license agreement*** checkbox and press the ***Accept*** button to continue. Otherwise use the ***Don't accept button***, and the installation process will be cancelled.

AVG 9.0 Remote Administration build 822 (4/29/2010)
License agreement
AVG products are subject to the terms and conditions of the AVG license agreement below. To continue with the installation you must accept the agreement.
IMPORTANT: READ THIS AGREEMENT CAREFULLY. THIS IS A LEGAL AGREEMENT BETWEEN AVG TECHNOLOGIES (AS DEFINED BELOW) AND YOU (ACTING AS AN INDIVIDUAL OR, IF APPLICABLE, ON BEHALF OF THE INDIVIDUAL OR ENTITY ON WHOSE COMPUTER THE SOFTWARE IS INSTALLED). IF YOU CLICK THE "ACCEPT" OPTION OR INSTALL THE SOFTWARE PRODUCT ACCOMPANYING
I have read the license agreement
Printable version
< Back
Accept
Don't accept

2.5. Installation Type


AVG 9.0 Remote Administration build 822 (4/29/2010)
Select Installation Type
Full Installation (recommended)
Installs the product with all possible components.
Custom Installation
With options to customize certain parameters during the installation process.
Lite Installation
Installs the product in the Lite configuration which contains only proxy update server and script generator for network installation.
< Back
Next >
Exit

In this dialog select which type of Remote Administration you wish to install. You have the following options:

- **Full Installation**

  This is the recommended option. It will install all possible components.

- **Custom Installation**

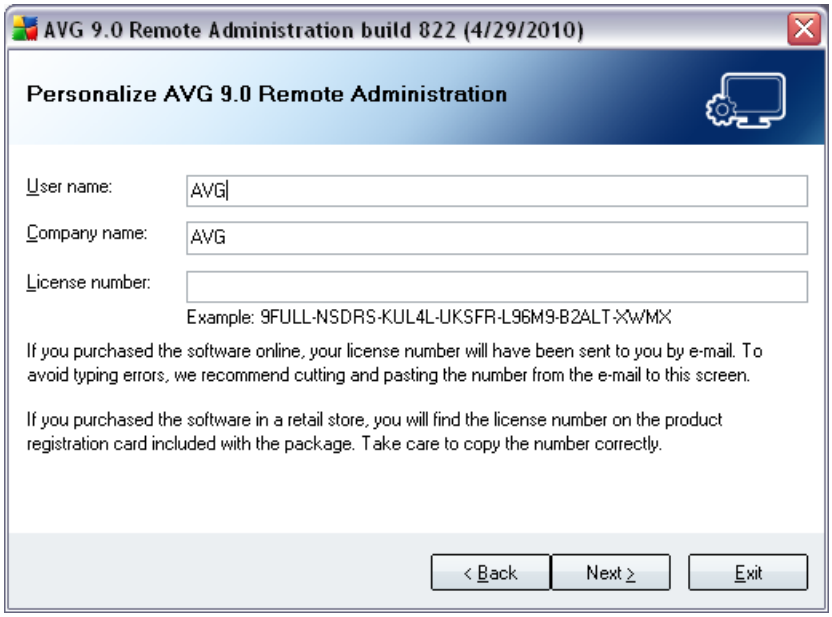
  This option allows you to select, which components you wish to install.

- **Lite Installation**

  This choice installs the product with simplified wizards that contain predefined settings for ***UpdateProxy*** role only. The ***AVG Network Installer Wizard*** allows only simple script generation. No console for administration will be installed and no AVG DataCenter will be deployed.

  You can find more information on the Lite Installation in the AVG Admin Lite Chapter.

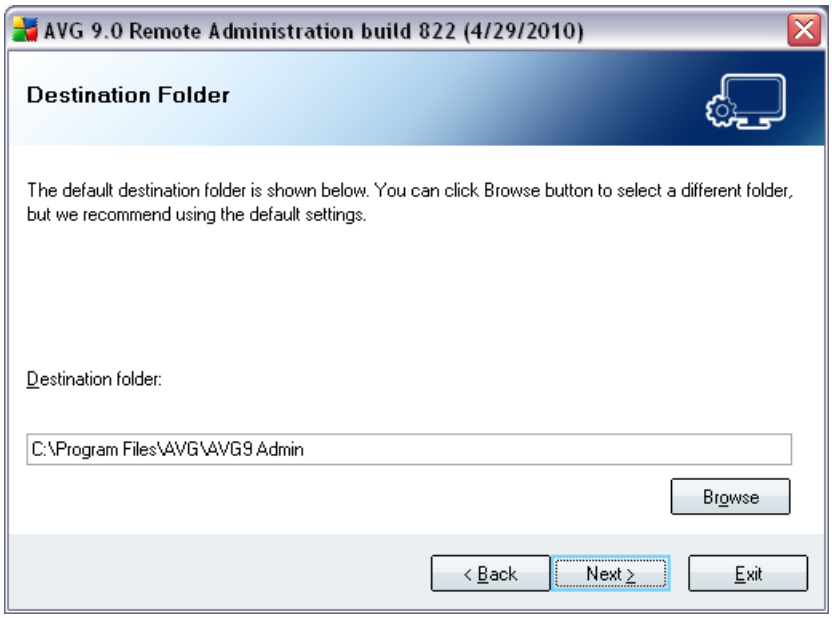
2.6. Personalize


AVG 9.0 Remote Administration build 822 (4/29/2010)
Personalize AVG 9.0 Remote Administration
User name:
AVG
Company name:
AVG
License number:
Example: 9FULL-NSDRS-KUL4L-UKSFR-L96M9-B2ALT-XWMX
If you purchased the software online, your license number will have been sent to you by e-mail. To avoid typing errors, we recommend cutting and pasting the number from the e-mail to this screen.
If you purchased the software in a retail store, you will find the license number on the product registration card included with the package. Take care to copy the number correctly.
< Back
Next >
Exit

In this dialog enter your User name, Company name (if applicable) and your License. Click the ***Next*** button to continue.

2.7. Destination Folder

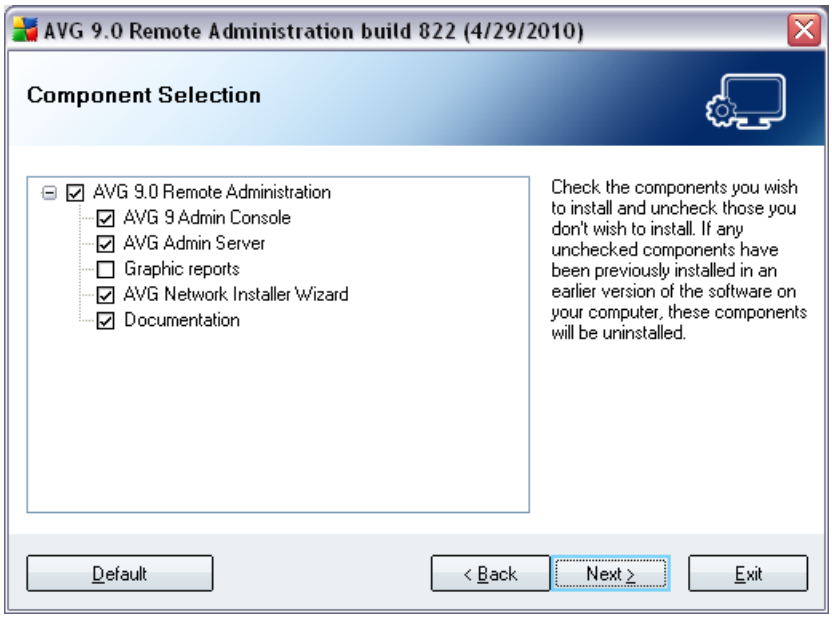
You have to specify the destination folder where AVG Internet Security Business Edition (and its components) will be installed. If you want to select another directory, specify the directory path or choose a directory from your local disk by pressing the Browse button. To continue the installation press the ***Next*** button.


AVG 9.0 Remote Administration build 822 (4/29/2010)
Destination Folder
The default destination folder is shown below. You can click Browse button to select a different folder, but we recommend using the default settings.
Destination folder:
C:\Program Files\AVG\AVG9 Admin
Browse
< Back
Next >
Exit

If you specified a directory different from the default one, and the specified directory does not exist, a new dialog will pop up asking you whether you want to create the directory. To confirm creating the directory, press the ***Yes*** button.

2.8. Component Selection

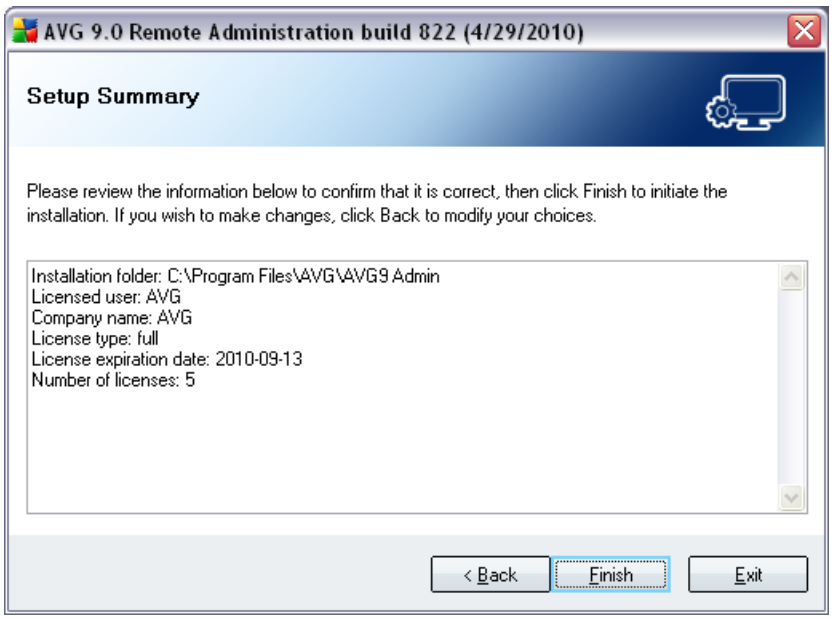
The new dialog window asks you to select those AVG Internet Security Business Edition components you want to install (this does not apply to the **Lite installation** option). By default, all key components are selected. If you decide on another arrangement, check or uncheck the respective checkbox. To continue the installation process, press the ***Next*** button:


AVG 9.0 Remote Administration build 822 (4/29/2010)
Component Selection
AVG 9.0 Remote Administration
AVG 9 Admin Console
AVG Admin Server
Graphic reports
AVG Network Installer Wizard
Documentation
Check the components you wish to install and uncheck those you don't wish to install. If any unchecked components have been previously installed in an earlier version of the software on your computer, these components will be uninstalled.
Default
< Back
Next >
Exit

Note: *If you want to use Graphic reports, install the component on the computer where you install AVG Admin Server, and on each computer where you install AVG Admin Console. Graphic reports are generated by the AVG Admin Server and can be viewed from the AVG Admin Console.*

2.9. Installation Summary

This dialog presents a list of all selected parameters. To continue the installation, press the ***Finish*** button.


AVG 9.0 Remote Administration build 822 (4/29/2010)
Setup Summary
Please review the information below to confirm that it is correct, then click Finish to initiate the installation. If you wish to make changes, click Back to modify your choices.
Installation folder: C:\Program Files\AVG\AVG9 Admin
Licensed user: AVG
Company name: AVG
License type: full
License expiration date: 2010-09-13
Number of licenses: 5
< Back
Finish
Exit

2.10. Installation Complete

The Installation complete dialog appears to confirm that AVG Internet Security Business Edition and all its components were installed successfully. Press the ***OK*** button to finalize the installation.

If the installation went through correctly, one of the following Wizards will launch automatically depending on your previous choices during the installation process:

- ***AVG Admin Deployment Wizard***

  This Wizard will start automatically if you chose Full or Custom installation in the Installation type dialog.

  For more information see the ***AVG Admin Deployment Wizard*** chapter.

  Note: *You must go through this wizard in order to make AVG Internet Security Business Edition function properly.*

- ***AVG Admin Deployment Wizard Lite***

  This Wizard will start if you chose Lite Installation in the Installation type dialog. For more information see the ***AVG Admin Deployment Wizard Lite*** chapter.

  Note: *You must go through this wizard in order to make AVG Internet Security Business Edition function properly.*

Note: *If an error occurred during the installation process, or the installation failed, an error dialog appears. In that case use the* ***Save log*** *button to store the installation protocol. Then send the file to our technical support department for further analysis. Use the contact page* ***http://www.avg.com/support-existing****.*

3. AVG Admin Deployment Wizard

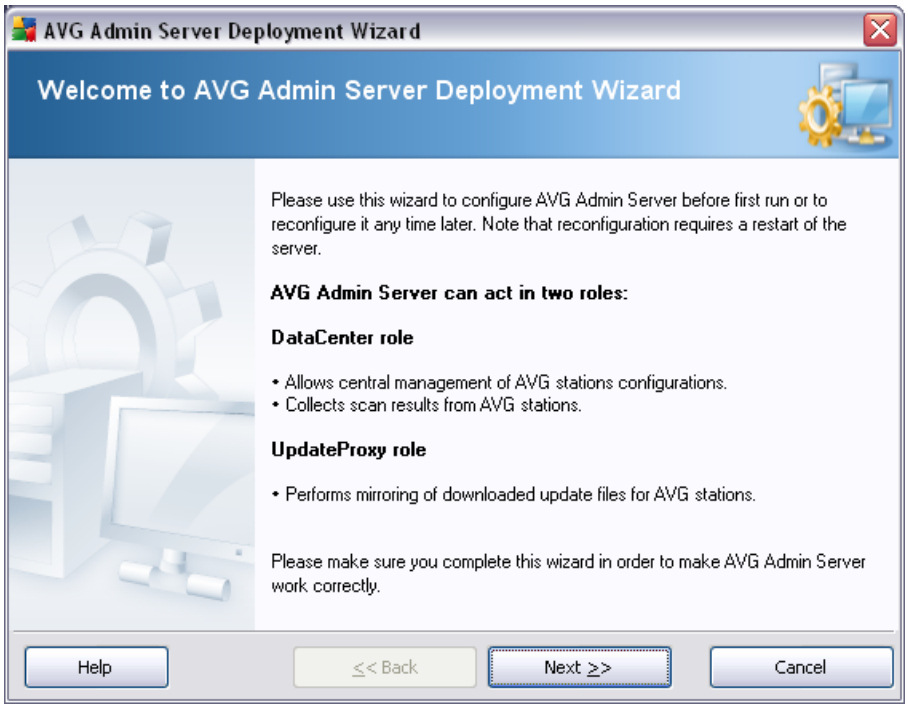
The **AVG Admin Server Deployment Wizard** is launched immediately after the installation of AVG Internet Security Business Edition. It can also be launched any time later from the program folder, i.e. ***All programs/AVG 9.0 Remote Administration/ AVG Admin Server Deployment Wizard***.

The Wizard guides you through the configuration process for the AVG DataCenter database on a selected database engine. Using the wizard, you can also configure the AVG Admin Server in order to mirror the AVG updates in a local network. The wizard leads you through the configuration process in a few steps listed in the following summary.

Note: *Navigation in the wizard is as usual:*

- The ***Back*** button takes you one step back in the wizard.
- The ***Next*** button takes you one step forward and also performs all actions selected in the current stage.
- Use the ***Help*** button to open a comprehensive information help related to the current step.
- By pressing the ***Cancel*** button, you can quit the wizard at any stage, discarding the changes performed so far.

3.1. Introduction


AVG Admin Server Deployment Wizard
Welcome to AVG Admin Server Deployment Wizard
Please use this wizard to configure AVG Admin Server before first run or to reconfigure it any time later. Note that reconfiguration requires a restart of the server.
AVG Admin Server can act in two roles:
DataCenter role
• Allows central management of AVG stations configurations.
• Collects scan results from AVG stations.
UpdateProxy role
• Performs mirroring of downloaded update files for AVG stations.
Please make sure you complete this wizard in order to make AVG Admin Server work correctly.
Help
<< Back
Next >>
Cancel

The first dialog explains the purpose of the Wizard and briefly describes two main options. Click the ***Next*** button to proceed to the next step.

Note: *We strongly recommend you complete this wizard in order to make the AVG Admin Server run correctly.*

3.2. Deploying multiple UpdateProxy roles

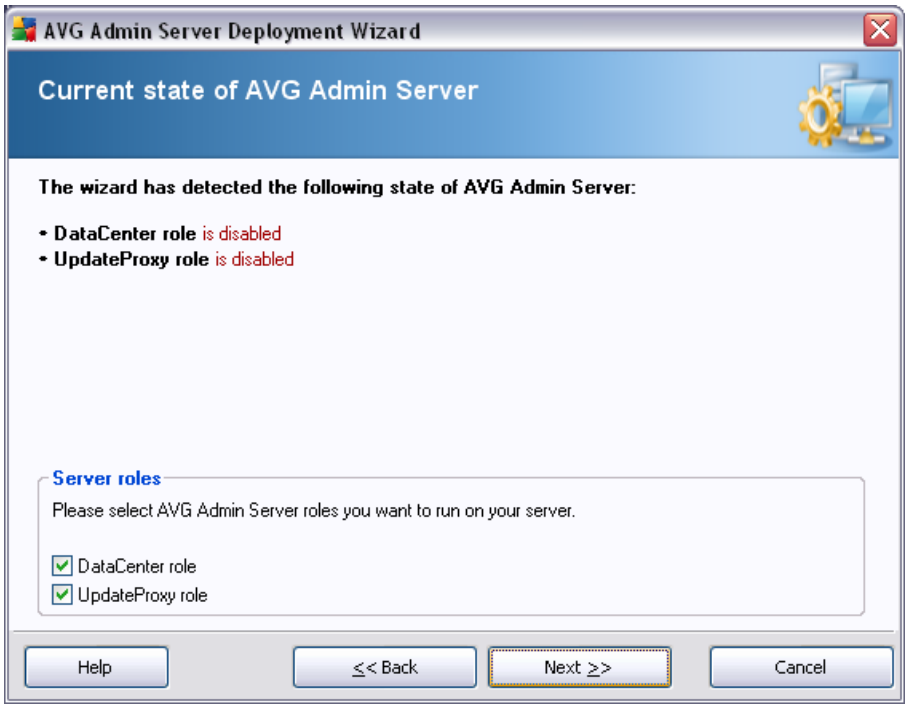
Before you deploy AVG Internet Security Business Edition roles to your server, you may need to consider the following:

You can deploy the UpdateProxy role to more than one server and distribute updates from different sources to avoid your server overloading or having bandwidth issues.

The allocation of servers depends on your network size and your server and network specifications. Generally speaking, if your network consists of more than 150 stations or your network is divided into multiple segments in different locations, you should consider deploying multiple UpdateProxy roles to different servers and spread the load.

To deploy the UpdateProxy role to another server you need to repeat the installation and deployment process on the other server.

3.3. Role Selection


AVG Admin Server Deployment Wizard
Current state of AVG Admin Server
The wizard has detected the following state of AVG Admin Server:
• DataCenter role is disabled
• UpdateProxy role is disabled
Server roles
Please select AVG Admin Server roles you want to run on your server.
DataCenter role
UpdateProxy role
Help
<< Back
Next >>
Cancel

This screen displays information on the **AVG Admin Server** current state. When everything is correct, the respective information is displayed in green text.

If this is not your first run and everything seems to be correct (i.e. up-to-date with no warnings or errors), there is no need to go through the configuration process again (unless you wish to change something).

If there is a configuration problem, you will be briefly informed about the reasons, and the information will be highlighted in red color. In such cases you need to go through the whole wizard to correct the problem.

In the ***Server roles*** section you must choose which server role(s) you want to run on this server. You need to select at least one option, but you can also select both. The options are as follows:

- **DataCenter role**

  Allows central management of AVG stations configuration via the AVG Admin Console, collects scan results from AVG stations, shows components states and much more.

  If you choose to install this role only, proceed to the DataCenter Role chapter.

- **UpdateProxy role**

  Serves as a proxy server for downloading and distributing updates to your stations.

  If you choose to install this role only, proceed to the UpdateProxy role chapter.

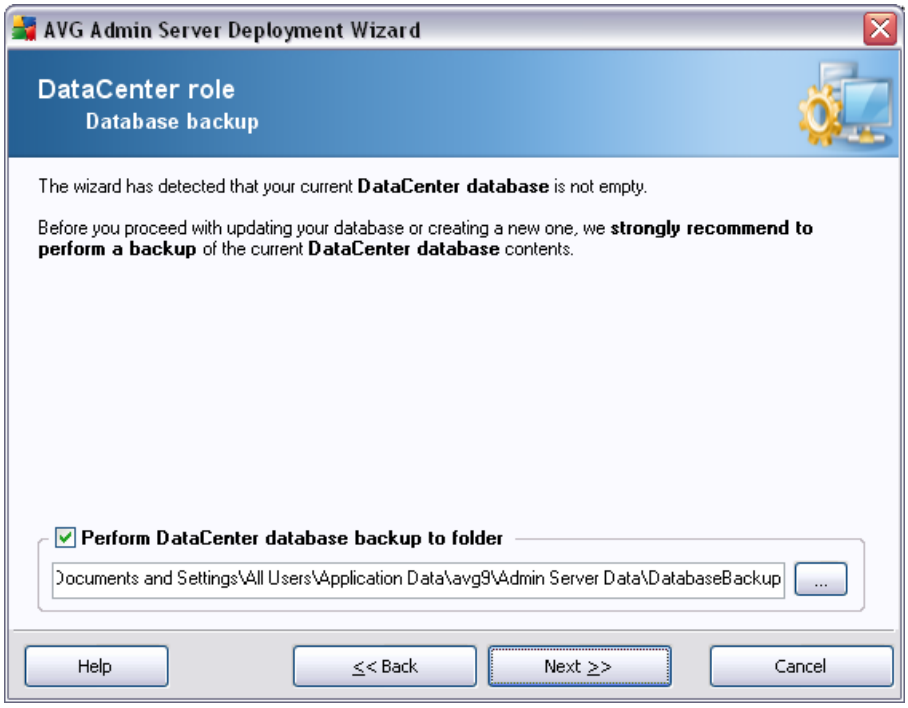
If you select both options, proceed to the DataCenter Role chapter.

3.4. DataCenter Role

If you have selected in the ***Current state of AVG Admin Server*** step (see chapter **Role Selection**) the ***DataCenter Role***, one of the following dialogs will be displayed:

If there is an existing database with stations detected, the Wizard will offer you to backup its contents first.

Note: *The backup is not available if the database is in an error state.*


AVG Admin Server Deployment Wizard
DataCenter role
Database backup
The wizard has detected that your current DataCenter database is not empty.
Before you proceed with updating your database or creating a new one, we strongly recommend to perform a backup of the current DataCenter database contents.
Perform DataCenter database backup to folder
Documents and Settings\All Users\Application Data\avg9\Admin Server Data\DatabaseBackup
...
Help
<< Back
Next >>
Cancel

To do so, simply check the ***Perform DataCenter database backup to folder*** checkbox and fill-in your desired storage location.

The next dialog will inform you about your DataCenter database status. There exist two possible cases - either the DataCenter database will be up to date or outdated. In

the first case, you will experience these two options:

- ***Keep existing DataCenter database***

  This option will leave the database untouched. Select this option, if the database version is up to date and you need to preserve its contents.

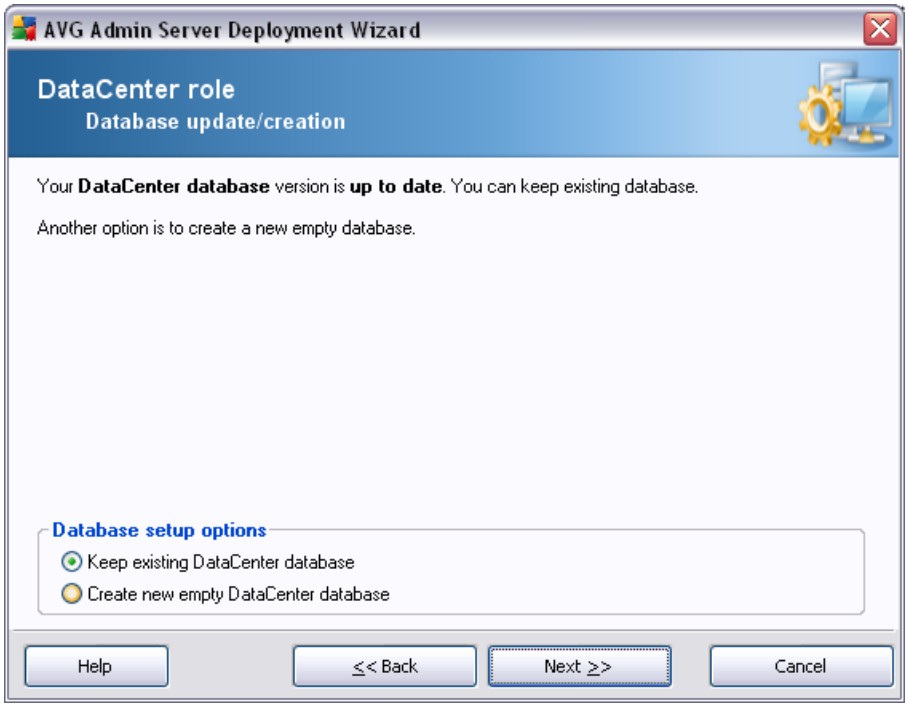
- ***Create new empty DataCenter database***

  Select this option to create completely new database (the originally stored data will be lost). We strongly recommend to backup the DataCenter database before proceeding!

On the other hand, if the DataCenter database will be outdated, you will be asked, if you wish to update the existing one or create a new one:

- ***Update existing DataCenter database***

  This option will update the database to the current version. Select this option, if you need to preserve the database contents.


AVG Admin Server Deployment Wizard
DataCenter role
Database update/creation
Your DataCenter database version is up to date. You can keep existing database.
Another option is to create a new empty database.
Database setup options
Keep existing DataCenter database
Create new empty DataCenter database
Help
<< Back
Next >>
Cancel

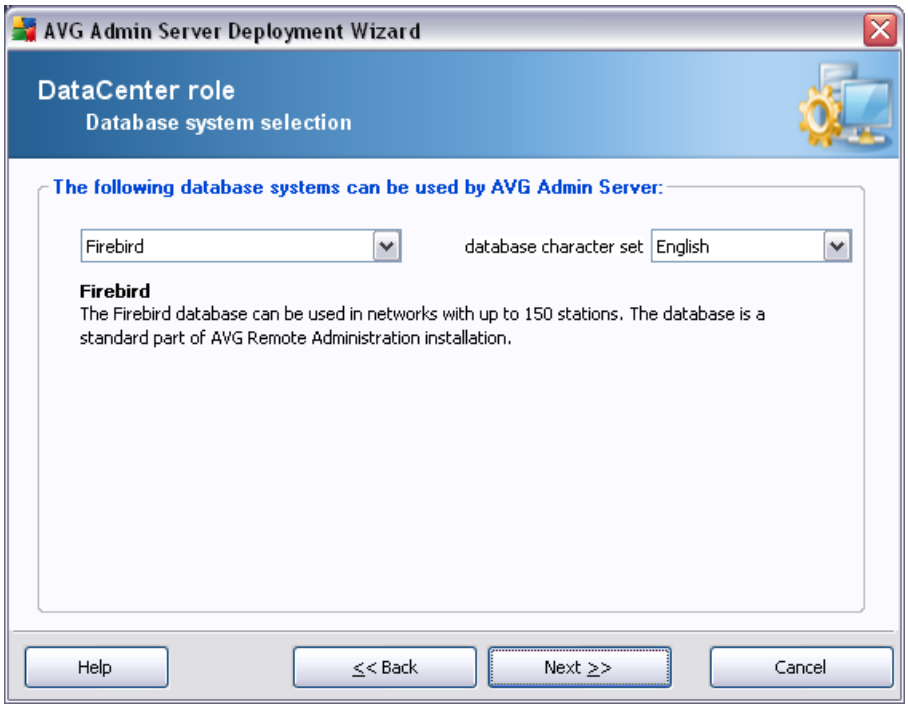
In the next step you can optionally check the ***Username*** and ***Password*** checkboxes and fill-in your preferred user name and password that will be required each time you launch the AVG Admin Console, AVG Admin Server Deployment Wizard or process stations update.

Note: *If you set an username and password here, you should also manually define*

the same values on all existing stations in order to allow them correctly connect to your Datacenter!

AVG Admin Server Deployment Wizard
Server access
You can set the password protection. This password will be required at the startup of AVG Admin Console, at the next startup of AVG Admin Server Deployment Wizard or during stations update.
Warning: if you set username and password, you should set the same values manually also for all stations connected to AVG Admin Server, otherwise these stations will not be able to connect.
Server access
Username:
Password:
Help
<< Back
Next >>
Cancel

If you are deploying the DataCenter role for the first time or you decided to create a new database, you will need to choose a database engine now.


AVG Admin Server Deployment Wizard
DataCenter role
Database system selection
The following database systems can be used by AVG Admin Server:
Firebird
database character set
English
Firebird
The Firebird database can be used in networks with up to 150 stations. The database is a standard part of AVG Remote Administration installation.
Help
<< Back
Next >>
Cancel

Select the database system corresponding to your needs. These options are available:

- ***Firebird***

  This solution is appropriate for smaller networks with up to 150 stations. The database is a standard part of AVG Internet Security Business Edition installation.

  Additionally, you can choose a specific database character set from the roll down menu corresponding to your language needs.

- ***Microsoft SQL Server Express***

  The ***Microsoft SQL Server Express Edition*** is a reduced version of the **Microsoft SQL Server**, it can serve up to 1000 stations. The product is not a standard part of AVG Internet Security Business Edition. Its usage is not limited by any commercial license.

- ***Microsoft SQL Server***

  The ***Microsoft SQL Server*** engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Business Edition and its usage is bound to the Microsoft SQL Server license.

- ***Oracle 10g***

  This engine can serve over 1000 stations in large networks. It is not a standard

part of AVG Internet Security Business Edition and its usage is bound to a commercial license.

- ***MySQL 5***

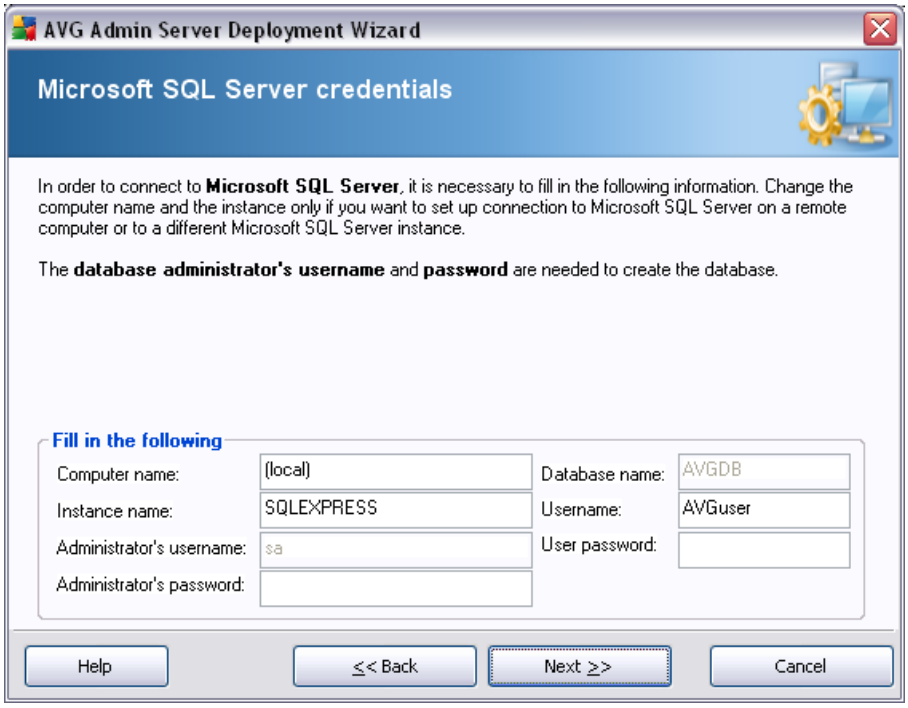
  We recommend to use this database engine in very large networks (with more than 1000). It is not a standard part of AVG Internet Security Business Edition and a commercial license may be needed for use in a commercial environment.

If you choose a database type that is different to the one you have been currently using, the Wizard can import the contents of the previously exported AVG DataCenter into the newly chosen database type.

3.4.1. Firebird

If you have selected the **Firebird** option, there are no further settings needed and you can proceed to the next step (Data Import).

3.4.2. MS SQL Server Express Edition


AVG Admin Server Deployment Wizard
Microsoft SQL Server credentials
In order to connect to Microsoft SQL Server, it is necessary to fill in the following information. Change the computer name and the instance only if you want to set up connection to Microsoft SQL Server on a remote computer or to a different Microsoft SQL Server instance.
The database administrator's username and password are needed to create the database.
Fill in the following
Computer name:
(local)
Instance name:
SQLEXPRESS
Administrator's username:
sa
Administrator's password:
Database name:
AVGDB
Username:
AVGuser
User password:
Help
<< Back
Next >>
Cancel

If you wish to use Microsoft SQL Server Express for storing Datacenter data, fill in the following information:

- ***Computer name*** – defines the name of the station, on which SQL Express Edition is installed

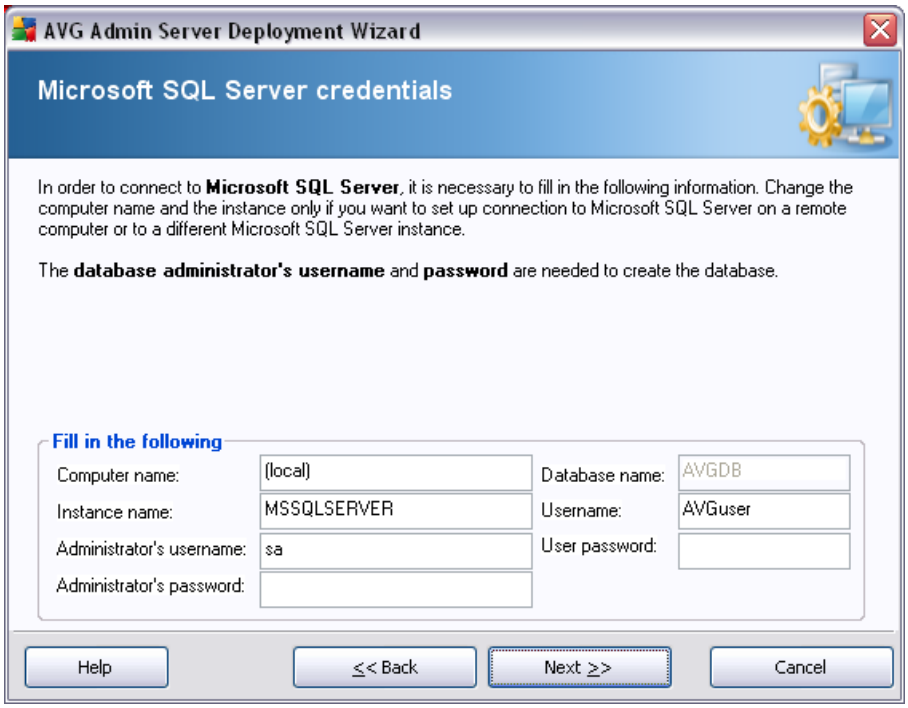
- ***Instance name*** – refers to a particular SQL Express Edition installation, if there

is more than one instance installed on the station.

- ***Administrator's username*** – predefined automatically, you do not need to change it
- ***Administrator's password*** – password for the database administrator
- ***Database name*** - shows the predefined database name
- ***Username*** - type in a preferred new login name for the database (to be used for AVG Admin Server connection)
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Continue to the next step - Data Import - by pressing the **Next** button.

3.4.3. MS SQL Server


AVG Admin Server Deployment Wizard
Microsoft SQL Server credentials
In order to connect to Microsoft SQL Server, it is necessary to fill in the following information. Change the computer name and the instance only if you want to set up connection to Microsoft SQL Server on a remote computer or to a different Microsoft SQL Server instance.
The database administrator's username and password are needed to create the database.
Fill in the following
Computer name:
(local)
Instance name:
MSSQLSERVER
Administrator's username:
sa
Administrator's password:
Database name:
AVGDB
Username:
AVGuser
User password:
Help
<< Back
Next >>
Cancel

Fill in the following information:

- ***Computer name*** – defines the name of the server, on which the SQL Server is installed.
- ***Instance name*** – refers to a particular SQL Server installation, if there is more than one instance installed on the station.

- ***Administrator's username*** – database administrator user name - must be filled in.
- ***Administrator's password*** – password for the database administrator - must be filled in.
- ***Database name*** - shows the predefined database name.
- ***Username*** - type in a preferred new login name for the database (to be used for AVG Admin Server connection).
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection).

Press the ***Next*** button and continue to the next step - Data Import.

3.4.4. Oracle

AVG Admin Server Deployment Wizard
Oracle 10g credentials
In order to connect to Oracle 10g, it is necessary to fill in the following information. Change the computer name only if you want to set up a connection to Oracle 10g on a remote computer.
The database administrator's username and password are needed to create the database.
Fill in the following
Computer name:
localhost
Instance name:
Administrator's username:
SYSTEM
Username:
AVGuser
Administrator's password:
User password:
Help
<< Back
Next >>
Cancel

Please note: *If your database is running on another computer, you must first install the client part of the Oracle database on that computer. For installation on Windows Vista we recommend to use client part for Oracle 11g.*

Instant Client for different operating systems: http://www.oracle.com/technology/software/tech/oci/instantclient/index.html

Fill in the following information:

- ***Computer name*** – defines the name of the server, on which Oracle 10g is installed. Change the value only if the installation resides on a remote computer.
- ***Administrator's username*** – database administrator user name - must be filled in.
- ***Administrator's password*** – password for the database administrator - must be filled in.
- ***Instance name*** – enter your Oracle instance name.
- ***Username*** - shows the predefined login name for the database (to be used for AVG Admin Server connection)
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Press the ***Next*** button and continue to the next step - Data Import.

3.4.5. MySQL 5

AVG Admin Server Deployment Wizard
MySQL 5 credentials
In order to connect to MySQL 5, it is necessary to fill in the following information. Change the computer name only if you want to set up a connection to MySQL 5 on a remote computer.
The database administrator's username and password are needed to create the database.
Fill in the following
Computer name:
localhost
Service name:
MySQL
Administrator's username:
root
Administrator's password:
Database name:
AVGDB
Username:
AVGuser
User password:
Help
<< Back
Next >>
Cancel

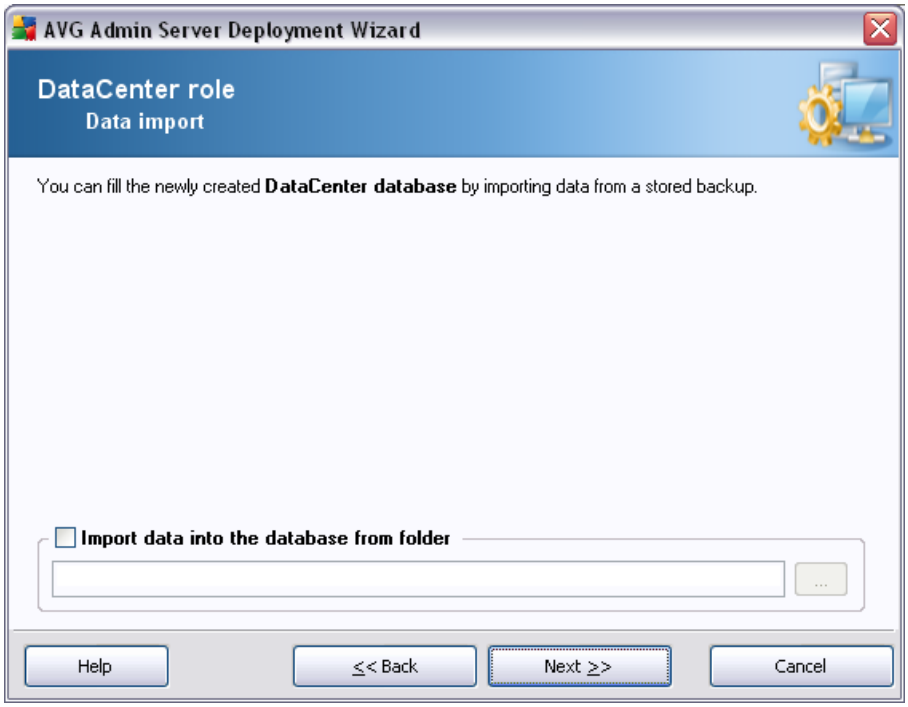
Fill in the following information:

- ***Computer name*** – defines the name of the server, on which the MySQL 5 is installed. Change the value only if the installation resides on a remote computer.

- ***Service name*** - Default operating system service name for the MySQL engine. We recommend keeping the original value.
- ***Administrator's username*** – database administrator user name - must be filled in.
- ***Administrator's password*** – password for the database administrator - must be filled in.
- ***Database name*** - shows the predefined database name.
- ***Username*** - type in a preferred new login name for the database (to be used for AVG Admin Server connection)
- ***User password*** - type in a preferred new password for the database (to be used for AVG Admin Server connection)

Press the ***Next*** button and continue to the next step - Data Import.

3.4.6. Data Import



Once you confirm your database selection, you can also choose to import some existing data into the newly created database. To do so, tick the ***Import data into the database from folder*** checkbox. The folder selection field becomes available. Choose your backup folder by clicking this button ... and find the folder, where the original files for import are stored.

If you are currently upgrading from the former 8.5 version, you can import your AVG DataCenter 8.5 data in this dialog. For more information please consult Importing Stations and Settings from AVG DataCenter 8.5 chapter.

Confirm your choice by clicking the ***Next*** button.

Note: *AVG Admin Server creates by default automatic database backups to the following folder:*

C:\Documents and settings\All users\Application Data\AVG9\Admin Server Data\AutoDatabaseBackup

Therefore, if you have previously used AVG Remote Administration and wish to use former database backup, you can find the backup files there, unless you switched the backup feature off. The folders are named in the format YEAR-MM-DD TIME for easier differentiation.

3.4.7. Server Access

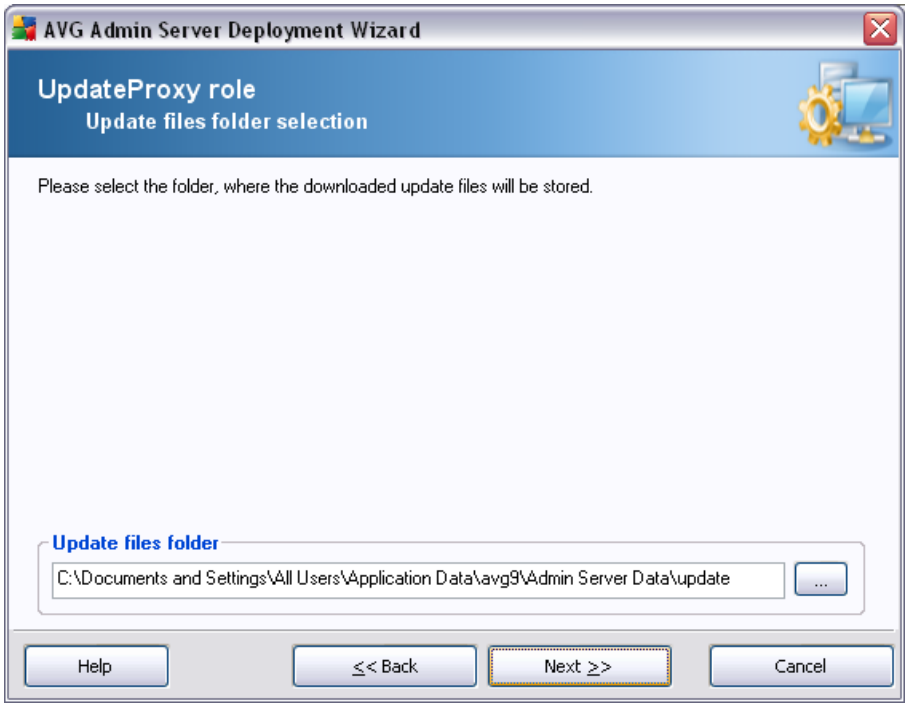
In this step you can optionally check the ***Username*** and ***Password*** checkboxes and fill-in your preferred user name and password that will be required each time you launch the AVG Admin Console, AVG Admin Server Deployment Wizard or process stations update.

Note: *If you set an username and password here, you should also manually define the same values on all existing stations in order to allow them correctly connect to your Datacenter!*

AVG Admin Server Deployment Wizard
Server access
You can set the password protection. This password will be required at the startup of AVG Admin Console, at the next startup of AVG Admin Server Deployment Wizard or during stations update.
Warning: if you set username and password, you should set the same values manually also for all stations connected to AVG Admin Server, otherwise these stations will not be able to connect.
Server access
Username:
Password:
Help
<< Back
Next >>
Cancel

3.5. UpdateProxy role

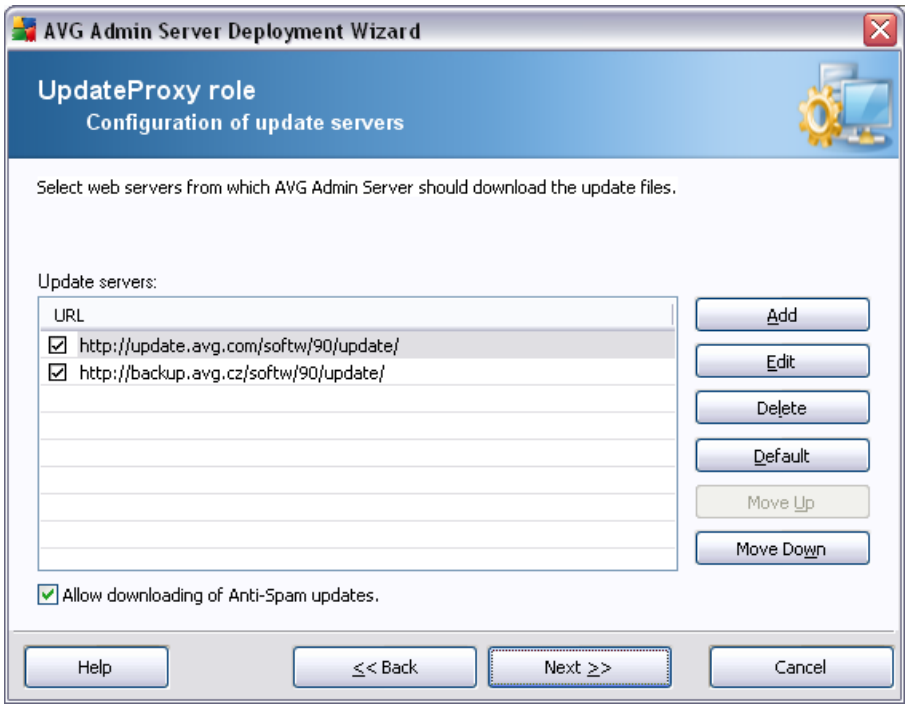
This dialog will appear, if you chose to deploy the UpdateProxy role in the Role Selection dialog.



You must choose a folder, into which the update files will be downloaded and stored. If the folder does not exist, you will be asked if you want to create it.

Click this ... button to select the folder. Once finished, click the ***Next*** button to continue.

3.5.1. Update servers



This dialog lets you choose update servers, from which the update files will be downloaded by AVG Admin Server (for further distribution). If you are unsure about these settings, we recommend keeping the default configuration.

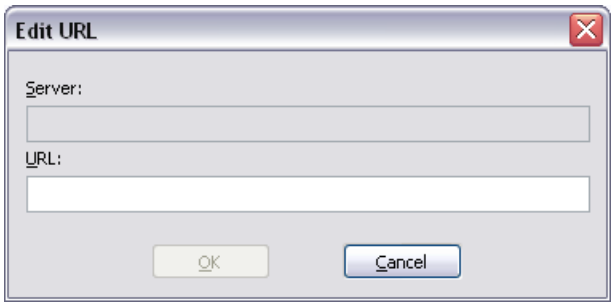
If you for some reason do not wish to download Anti-Spam updates, uncheck the ***Allow downloading of Anti-Spam updates*** item.

Note: *This checkbox indicates, that Anti-Spam updates will be downloaded directly from the Mailshell servers.*

Additional information about the Anti-Spam updates can be found in the ***Configuration/Shared Settings for Stations/Groups/Anti-Spam*** chapter.

If you need to change any of these servers, you have the following options:

Press the ***Add*** button to define additional update server:



Enter the complete server address into the ***URL*** field including *http://* prefix and port number, if other than 80.

The following buttons are also available:

Edit - for changing the address of the selected server.

Delete - for deleting the selected server address.

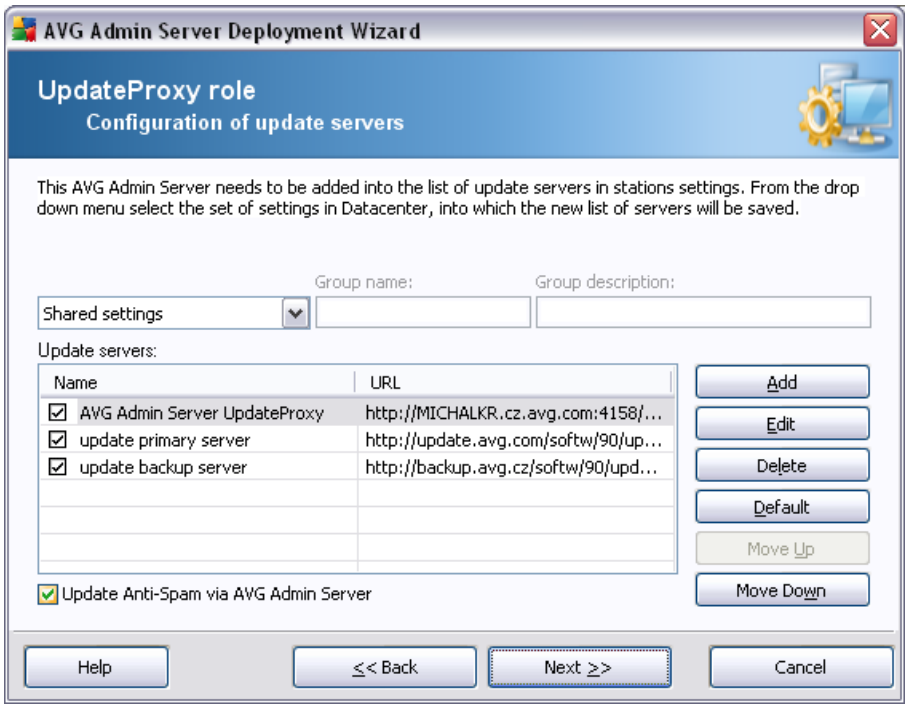
Default - for resetting values of the current dialog to default ones.

The servers are listed by priority. The first one always has the highest priority, i.e. updates are first downloaded from this server. If you need to change the order, simply use the following buttons to do so:

Move Up - to move a selected server up.

Move Down - to move a selected server down.

Once finished, click the ***Next*** button to continue.



In this dialog, you have the option to add the currently deployed AVG Admin Server URL into the list of update servers applicable for station settings.

From the drop down menu select one of the following:

- ***Do not write to DC*** - the currently deployed AVG Admin Server URL will not be written to any of the DataCenter settings.
- ***Application Servers*** - the currently deployed AVG Admin Server URL will be saved to the *Application Servers* group settings.
- ***Shared Settings*** - the currently deployed AVG Admin Server URL will be saved into the Shared Settings for Stations.
- ***New group...*** - the currently deployed AVG Admin Server URL will be saved to a new group. If you choose this option, you will need to select a group name and optionally its description too.
- ***New stations*** - the currently deployed AVG Admin Server URL will be saved to the *New stations* group settings.

Note: *You can only use one option from the drop down menu. The list of update servers will be updated according to your choice.*

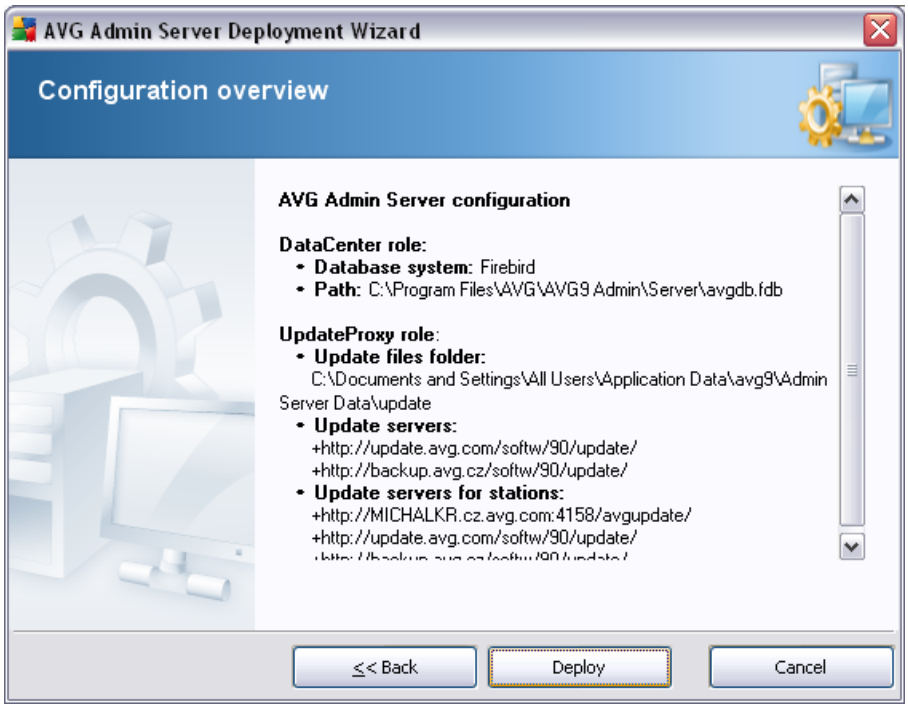
In the list of update servers check which server(s) you would like keeping for the set of settings mentioned above. Use the same function buttons as in the previous dialog.

Check the ***Update Anti-Spam via AVG Admin Server*** item to update Anti-Spam database directly via the AVG Admin Server.

Note: *In order to use this checkbox, it is necessary to move the* ***AVG Admin Server UpdateProxy*** *to the first place in the list. To do so, use the* ***Move up*** *button.*

Additional information about the Anti-Spam updates can be found in the ***Configuration/Shared Settings for Stations/Groups/Anti-Spam*** chapter.

3.6. Configuration overview



This dialog contains a brief overview of the previously selected settings. Confirm your choice by pressing the ***Deploy*** button. The deployment process will start. It may take some time, so please be patient.

Once the process is completed, click the ***Finish*** button to close the Wizard. The AVG Admin Server will then be started.

To immediately start installing AVG to remote stations, navigate to the AVG Network Installer Wizard chapter for more detailed information.

Related topics:

- ***AVG Network Installer Wizard Basic Mode***
- ***AVG Network Installer Wizard Advanced Mode*** ***(for more experienced***

users)

- ***Connecting Stations to AVG DataCenter***
- ***Migrating stations from/to different AVG DataCenter***

Also, you may consider going through the general ***How to...*** chapter which describes different tasks related to the remote administration of AVG.

4. AVG Network Installer Wizard Basic Mode

The **AVG Network Installer Wizard** allows you to remotely install AVG on stations or to create installation scripts for on-site installation.

The wizard can be launched in two ways:

- From the Windows ***Start menu/All Programs/AVG 9.0 Remote Administration/AVG Network Installer Wizard***
- From the AVG Admin Console environment - upper menu ***Tools/Install AVG on stations...***

The wizard can be run either in the Basic or Advanced mode. You can select the Advanced mode by selecting the option ***Advanced mode*** at the beginning of the wizard. If the option is not selected, the program will run in the Basic mode (recommended for most users).

This chapter describes the Basic mode, which is intended for users who prefer the easiest method for configuration and installation. The installation will include AVG information and parameters needed for proper and comprehensive functionality.

4.1. Remote Installation on Windows XP Home

The installation process on stations with this operating system is the same as installation on stations running the Windows 2000/2003/XP Professional OS. However, due to the restrictions of this older operating system it is not possible to run the automatic installation of the AVG Agent service.

Therefore, before you start AVG installation on all stations with the Windows XP Home operating system, it is necessary to install the AVG Agent service manually, or using the login script.

More information on this topic can be found in the Windows XP Home Remote Installation chapter.

4.2. Recommendations for Components

Before installing AVG on stations, please review the following recommendations regarding individual components.

Note: *The basic mode of the AVG Network Installer Wizard does not allow selection of individual components for installation. To choose custom components you will need to use Advanced mode of the Wizard. More information can be found in the* ***AVG Network Installer Wizard Advanced mode*** *chapter*

The following AVG components are designed only for use on regular workstations:

- ***AVG Firewall***

- ***AVG Online Shield***
- ***AVG Personal E-mail Scanner***

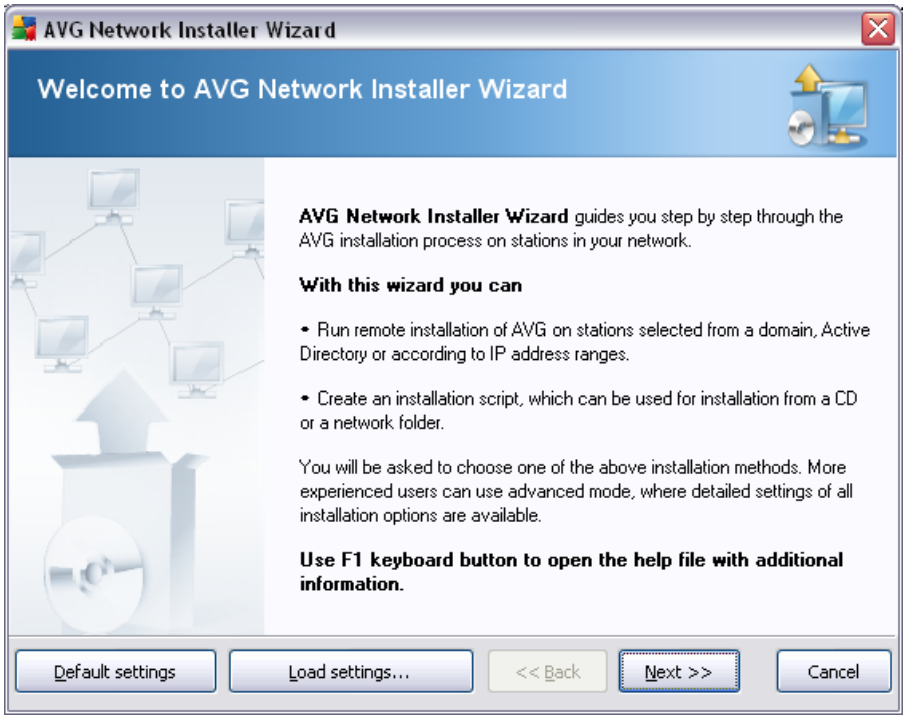
The above components were not tested under a server load. If installed on a server operating system (such as ISA, proxy, e-mail server, terminal server, etc.) the components might cause issues with server communication. To avoid these issues it is not recommended to install the mentioned components on a server operating system.

- ***AVG Link Scanner***

  This component uses a special driver that may require the computer restart in order to successfully update itself. Therefore installing this component to a server environment is not recommended.

Note: *These exceptions do not apply if you only use a computer with some server operating system installed (e.g. Windows Server 2000, 2003 etc.) as a standard workstation without server features enabled.*

4.3. Welcome


AVG Network Installer Wizard
Welcome to AVG Network Installer Wizard
AVG Network Installer Wizard guides you step by step through the AVG installation process on stations in your network.
With this wizard you can
• Run remote installation of AVG on stations selected from a domain, Active Directory or according to IP address ranges.
• Create an installation script, which can be used for installation from a CD or a network folder.
You will be asked to choose one of the above installation methods. More experienced users can use advanced mode, where detailed settings of all installation options are available.
Use F1 keyboard button to open the help file with additional information.
Default settings
Load settings...
<< Back
Next >>
Cancel

If you have already used the **AVG Network Installer Wizard** before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the ***Load settings*** button.

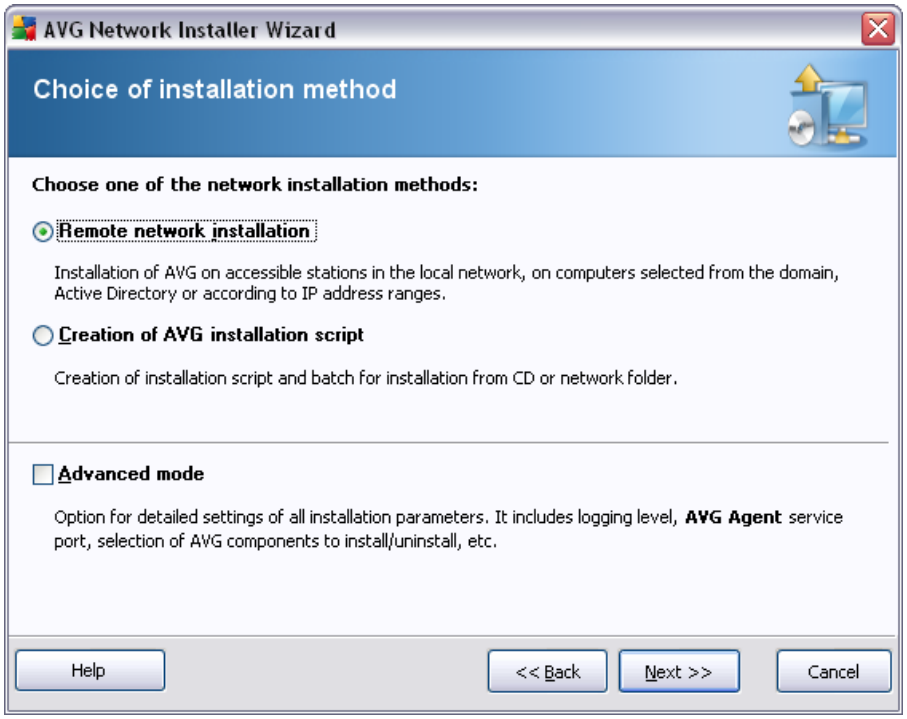
To revert to the original settings preset by default, press the ***Default settings*** button.

During the whole installation process you can decide to save the configuration progress at any time by pressing F2 key or CTRL+S combination. A new dialog will appear allowing you to choose a configuration file name.

To continue, click the ***Next*** button.

4.4. Installation Method

To continue in the ***Basic Mode*** leave the option ***Advanced mode*** unselected, otherwise proceed to Advanced Mode chapter.


AVG Network Installer Wizard
Choice of installation method
Choose one of the network installation methods:
Remote network installation
Installation of AVG on accessible stations in the local network, on computers selected from the domain, Active Directory or according to IP address ranges.
Creation of AVG installation script
Creation of installation script and batch for installation from CD or network folder.
Advanced mode
Option for detailed settings of all installation parameters. It includes logging level, AVG Agent service port, selection of AVG components to install/uninstall, etc.
Help
<< Back
Next >>
Cancel

The dialog window offers the selection between two options for creating and using the installation script:

- ***Remote network installation***

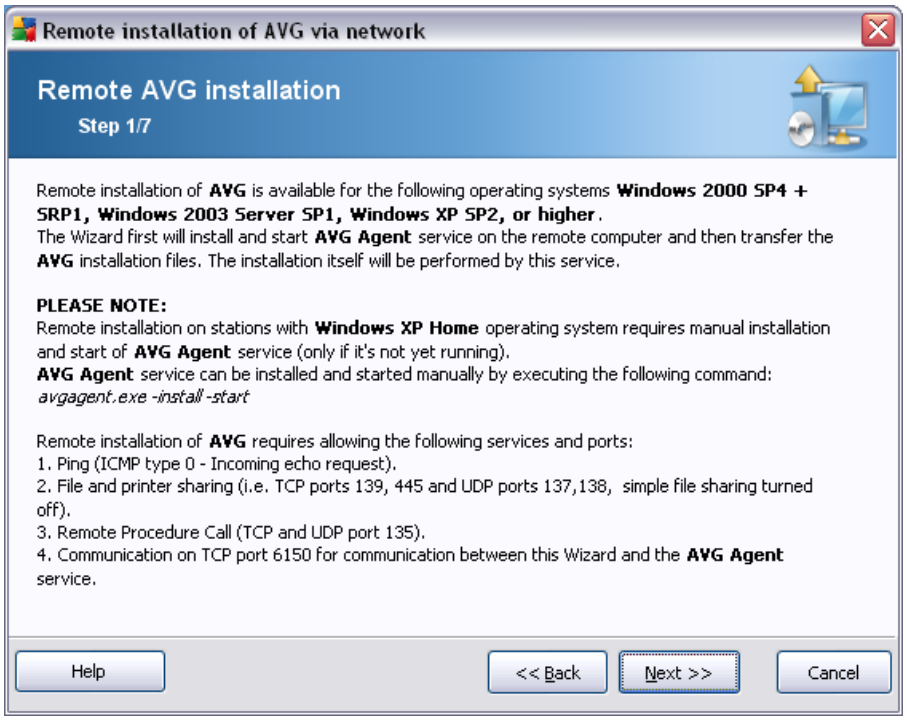
  This option allows you to install AVG on stations available in the local network (computers selected from the domain, Active Directory, according to IP ranges, imported from a list etc.).

  You can also use this option for removing stations from a former AVG Datacenter (and moving them to a new one).

- ***Creation of AVG installation script***

  This option allows you to create an installation script and a batch file for local installation or installation from a removable media/network folder.

4.5. Remote Network Installation

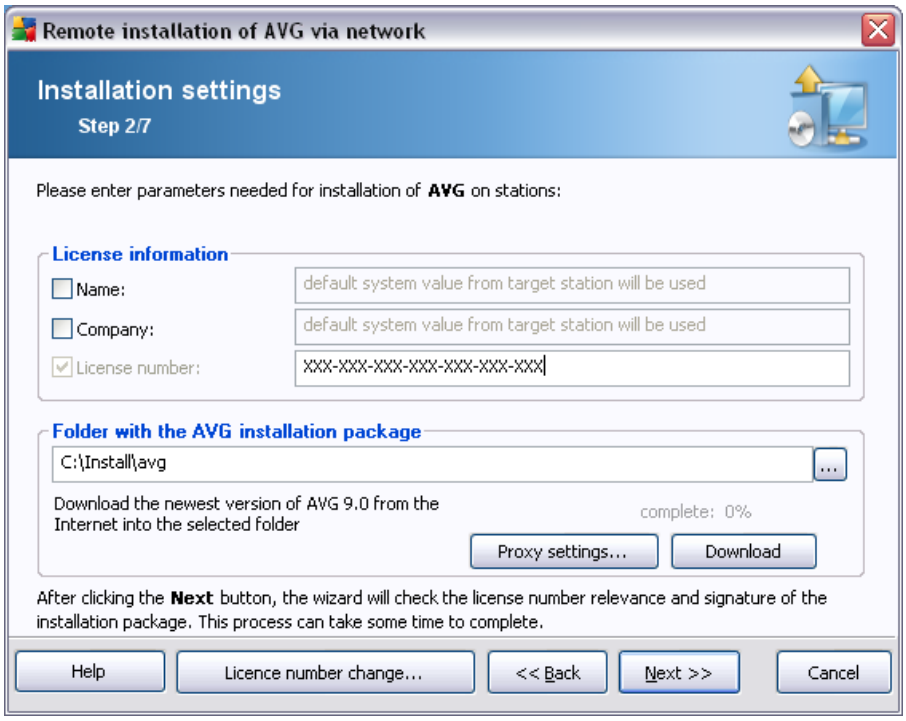

Remote installation of AVG via network
Remote AVG installation
Step 1/7
Remote installation of AVG is available for the following operating systems Windows 2000 SP4 + SRP1, Windows 2003 Server SP1, Windows XP SP2, or higher.
The Wizard first will install and start AVG Agent service on the remote computer and then transfer the AVG installation files. The installation itself will be performed by this service.
PLEASE NOTE:
Remote installation on stations with Windows XP Home operating system requires manual installation and start of AVG Agent service (only if it's not yet running).
AVG Agent service can be installed and started manually by executing the following command:
avgagent.exe -install -start
Remote installation of AVG requires allowing the following services and ports:
1. Ping (ICMP type 0 - Incoming echo request).
2. File and printer sharing (i.e. TCP ports 139, 445 and UDP ports 137,138, simple file sharing turned off).
3. Remote Procedure Call (TCP and UDP port 135).
4. Communication on TCP port 6150 for communication between this Wizard and the AVG Agent service.
Help
<< Back
Next >>
Cancel

For proper remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

You can find more detailed information on the ports settings in the Network Requirements chapter.

The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.


Remote installation of AVG via network
Installation settings
Step 2/7
Please enter parameters needed for installation of AVG on stations:
License information
Name:
default system value from target station will be used
Company:
default system value from target station will be used
License number:
XXX-XXX-XXX-XXX-XXX-XXX-XXX
Folder with the AVG installation package
C:\Install\avg
Download the newest version of AVG 9.0 from the Internet into the selected folder
complete: 0%
Proxy settings...
Download
After clicking the Next button, the wizard will check the license number relevance and signature of the installation package. This process can take some time to complete.
Help
Licence number change...
<< Back
Next >>
Cancel

During this step it is necessary to define the following installation parameters:

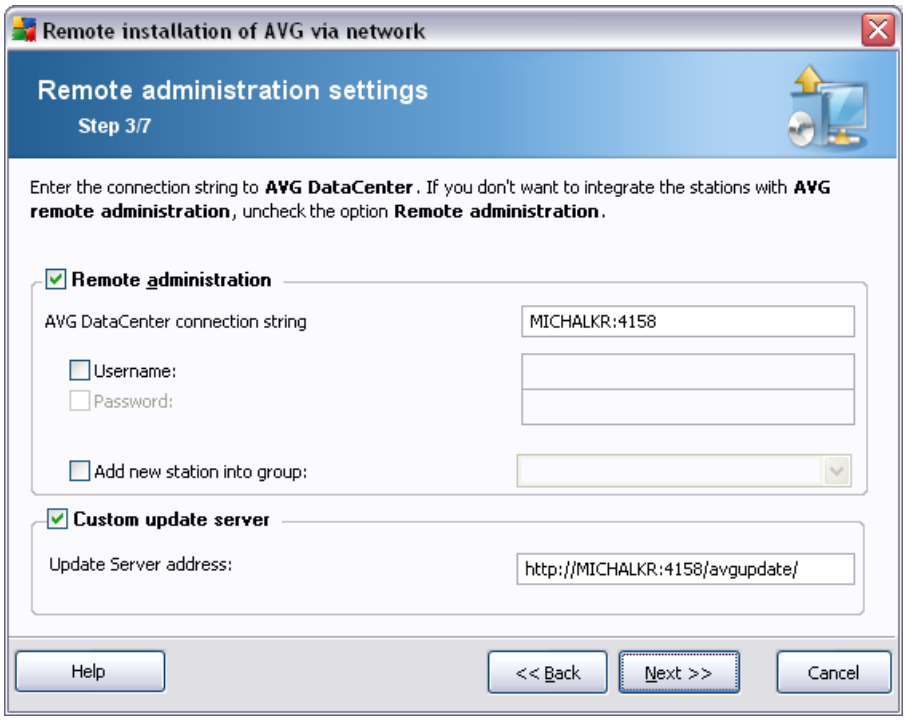
- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to take the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- ***Folder with the AVG installation package*** - type in the full path to AVG installation package or use this ... button to select the proper folder.

  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the ***Download*** button.

- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.

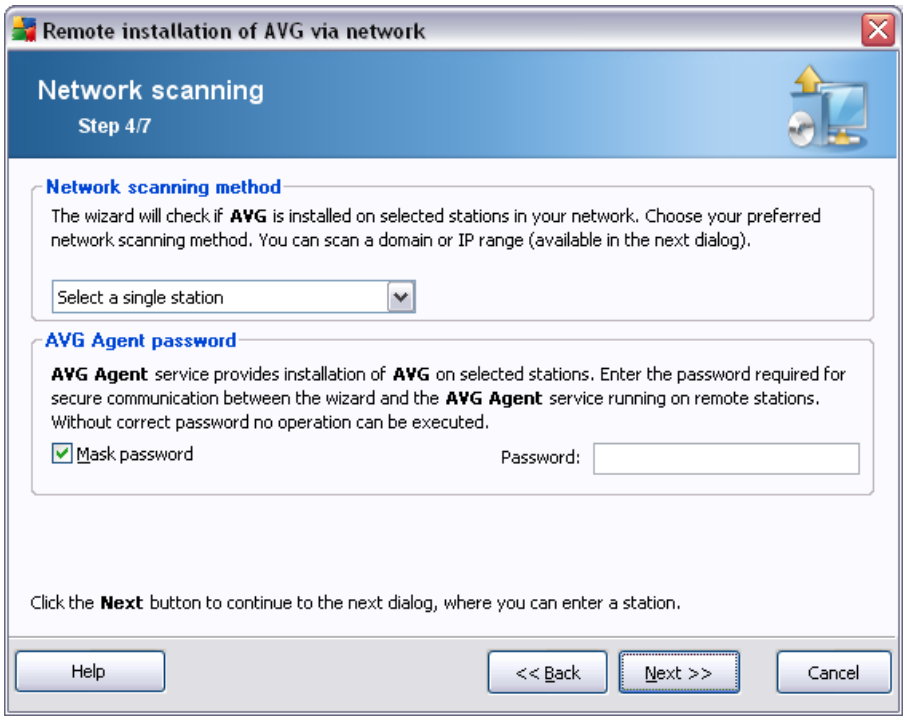
- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.



The following options are available in this step.

Note: *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.
- ***Custom update server*** - if you already have an existing update server, that you would like to use for your stations, check this box and fill in its address now.


Remote installation of AVG via network
Network scanning
Step 4/7
Network scanning method
The wizard will check if AVG is installed on selected stations in your network. Choose your preferred network scanning method. You can scan a domain or IP range (available in the next dialog).
Select a single station
AVG Agent password
AVG Agent service provides installation of AVG on selected stations. Enter the password required for secure communication between the wizard and the AVG Agent service running on remote stations. Without correct password no operation can be executed.
Mask password
Password:
Click the Next button to continue to the next dialog, where you can enter a station.
Help
<< Back
Next >>
Cancel

The wizard needs to scan some stations first to find out their status and then install AVG on them.

In the **Network scanning method** section choose from the drop down list, your preferred method for selecting stations. The possible options are as follows:

- ***All stations from the domain*** - this option will scan all stations available in your local domain.
- ***Enter an IP range*** - this option will allow you to choose a specific range of IP addresses.
- ***Import stations from file*** - a new dialog will appear and you will be able to choose a file with a list of stations to be scanned. Such a list can be generated for example from an older version of AVG Remote Administration (7.5), but since the source text file contains one station name or an IP address per line, you can also create the file yourself.
- ***Select a single station*** - this option lets you type in a specific Computer name (DNS name) or IP address.
- ***Select from Active Directory*** - allows you to choose specific stations directly from the Active Directory.

  Note: *This option is available only if the current computer is part of a domain.*

The ***AVG Agent password*** section contains a Password field where you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not influence any other remote station settings.

Mask password checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

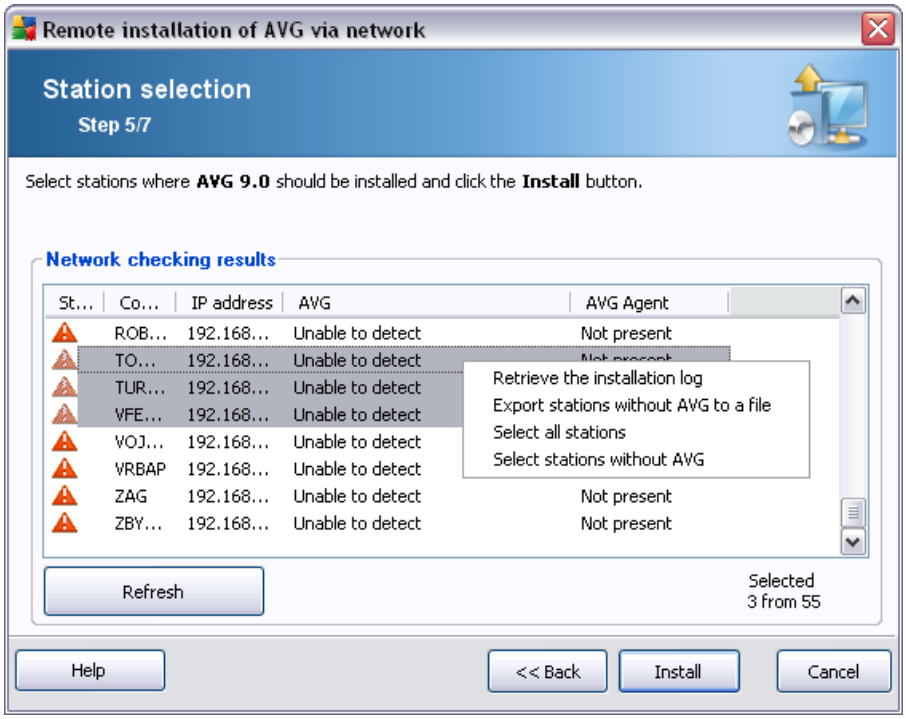
Note: *The installation process on the station is hidden, i.e. a logged user will not be able to interfere with the installation progress.*

Warning: *AVG remote installation can be performed only on stations with the supported operating system installed. See the full list of supported operating systems in the Operating Systems Supported chapter. Also, you need to know a logon username with administrator privileges. On stations running the MS Windows XP Home the AVG installation must be done manually, or using the login script and the AVG Agent service (for details please refer to chapter Remote Installation on Windows XP Home).*

You may also need to review the Network Requirements chapter.

4.5.1. All Stations from the Domain

If you choose to install AVG remotely on all stations from the domain, the following dialog listing all stations available in the domain will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

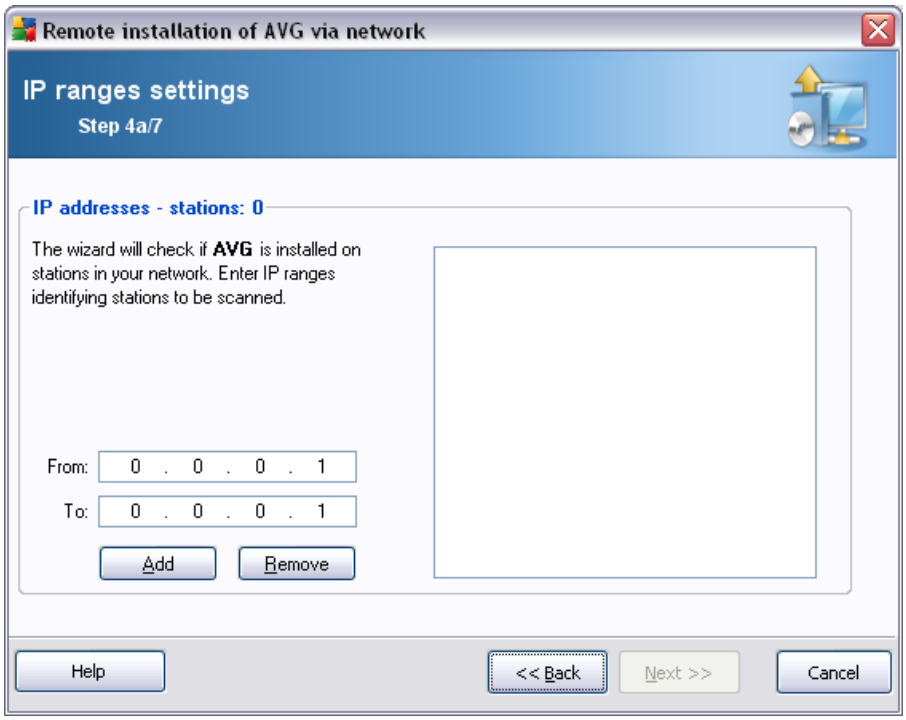
The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the

remote installation process.

4.5.2. Enter an IP Range

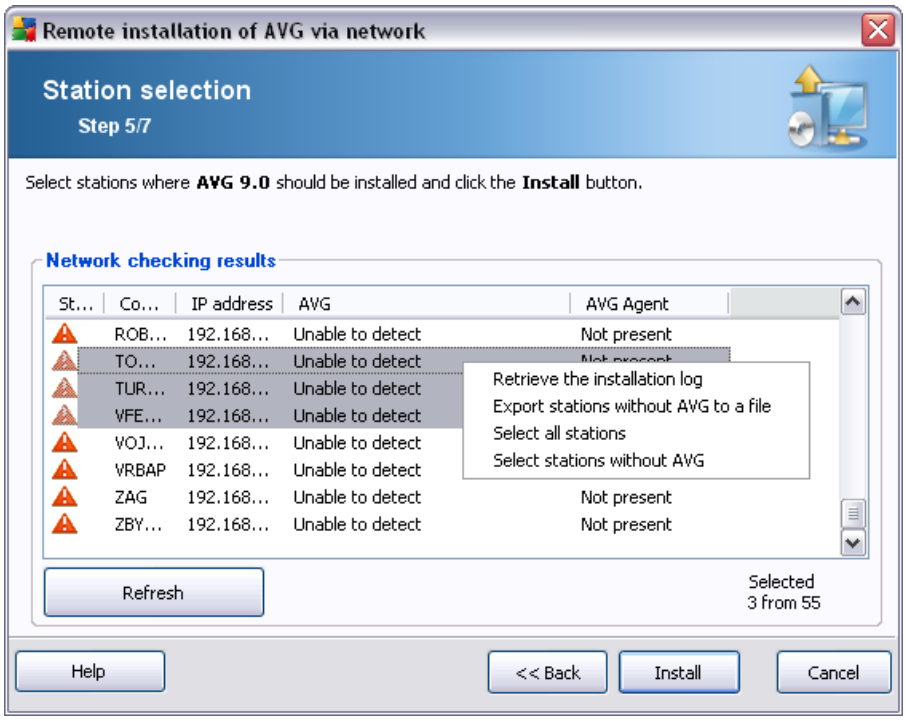
If you choose to install AVG remotely according to an IP range, the following dialog will appear:


Remote installation of AVG via network
IP ranges settings
Step 4a/7
IP addresses - stations: 0
The wizard will check if AVG is installed on stations in your network. Enter IP ranges identifying stations to be scanned.
From: 0 . 0 . 0 . 1
To: 0 . 0 . 0 . 1
Add
Remove
Help
<< Back
Next >>
Cancel

You need to specify the scanning range by entering the IP addresses here. In the ***From*** field enter a starting IP address and in the ***To*** field enter an ending address. Click the ***Add*** button to add the address range into the list.

To delete a range from the right list, simply select the items you wish to remove and click the ***Remove*** button.

Once you finish selecting the IP ranges, click the ***Next*** button to continue. Once done, the **Station selection** window will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

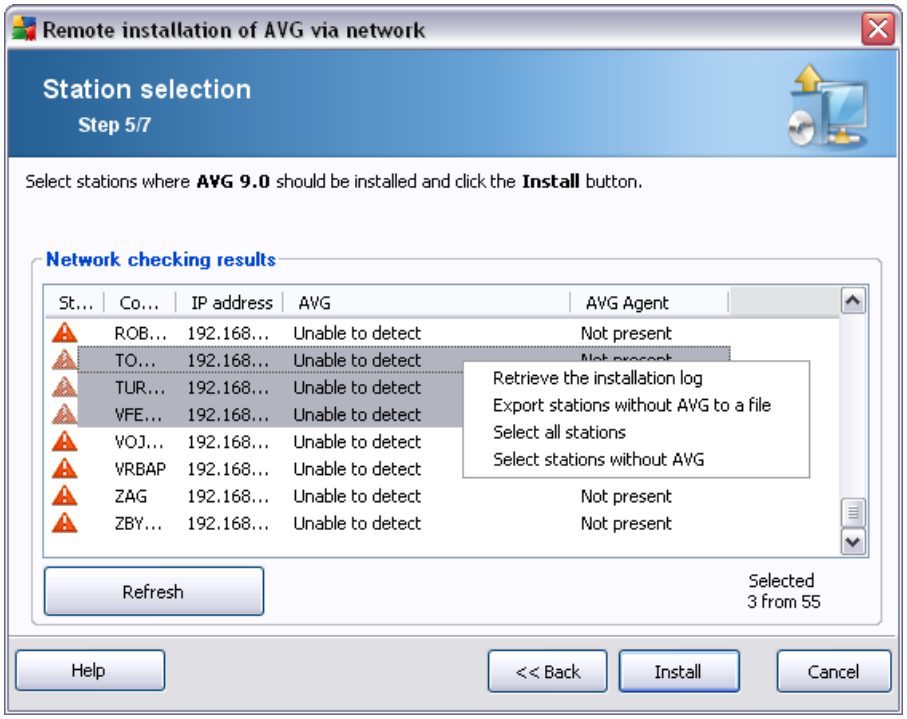
Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.5.3. Import Stations from File

Note: *This option is usually used when migrating stations to another AVG DataCenter. For more information on this topic see the Migrate Stations from/to Different DataCenter chapter.*

If you choose to install AVG remotely on stations selected from a file, you will see a dialog asking for the file. Locate the file and confirm your choice. The source file format contains one station name per line in simple text format.

Once done, the **Station selection** window will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful, the **AVG Agent** will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

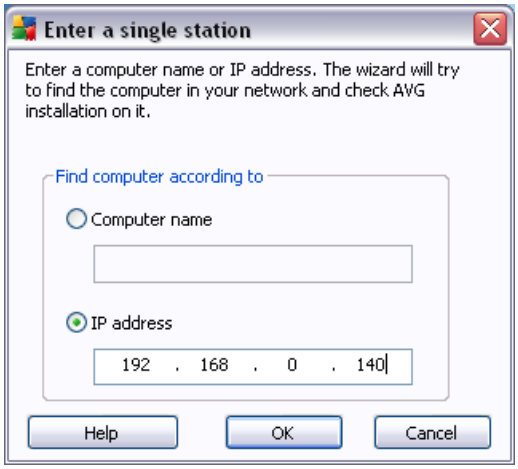
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

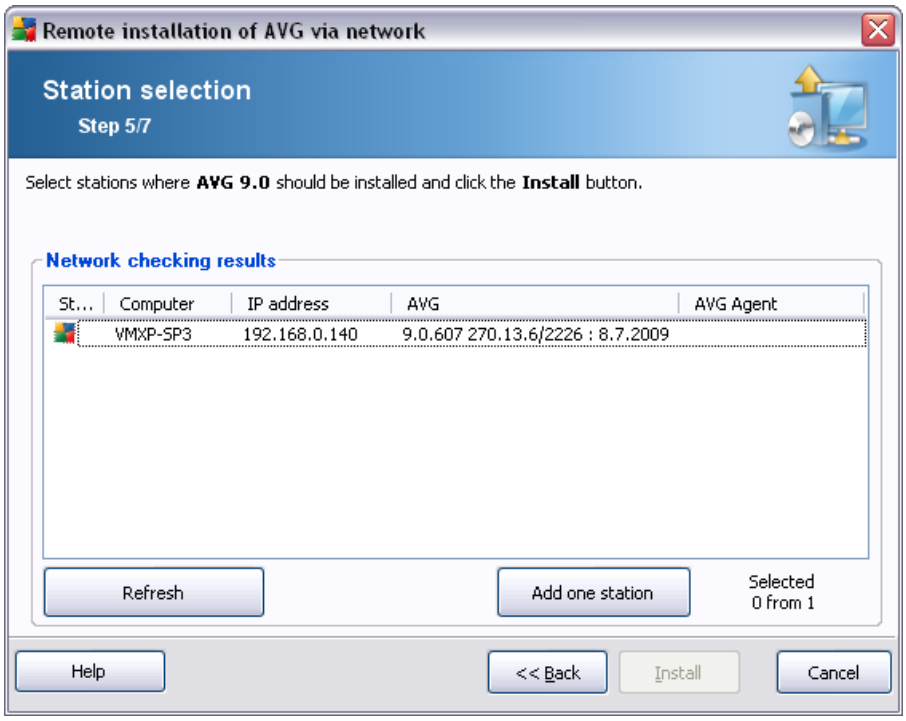
Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.5.4. Select a Single Station

If you choose to install AVG remotely only on a single station, the following dialog will appear:


Enter a single station
Enter a computer name or IP address. The wizard will try to find the computer in your network and check AVG installation on it.
Find computer according to
Computer name
IP address
192 . 168 . 0 . 140
Help
OK
Cancel

Click either the ***Computer name*** or ***IP address*** field and fill in the proper name or IP address. Confirm your choice by clicking the ***OK*** button. The process of checking the chosen station for an AVG installation will begin. Once done, the **Station selection** window will appear:



Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

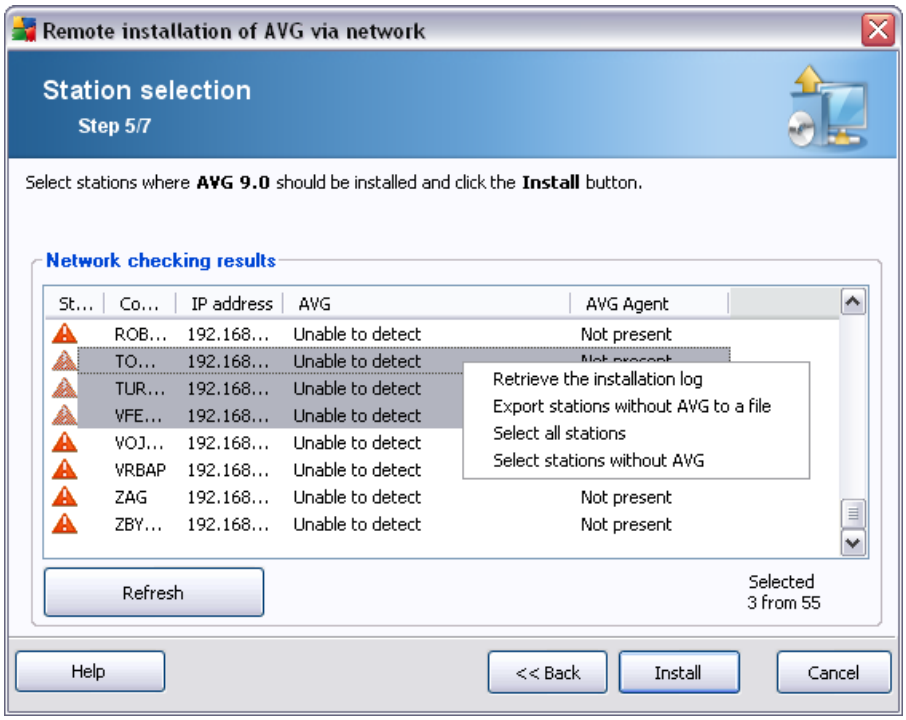
The ***Refresh*** button will reload the state of all stations in the list by scanning them again. The ***Add one station*** will allow you to add another single station.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.5.5. Select from Active Directory

If your network is domain-based, you can choose to install AVG remotely on stations selected from the Active Directory. A new dialog will pop up (standard Windows dialog for selecting stations). You can choose multiple stations (separate the values by a semicolon) either by entering the station names manually or by using the dialog advanced features for searching.

Once done, the **Station selection** window will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful, the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

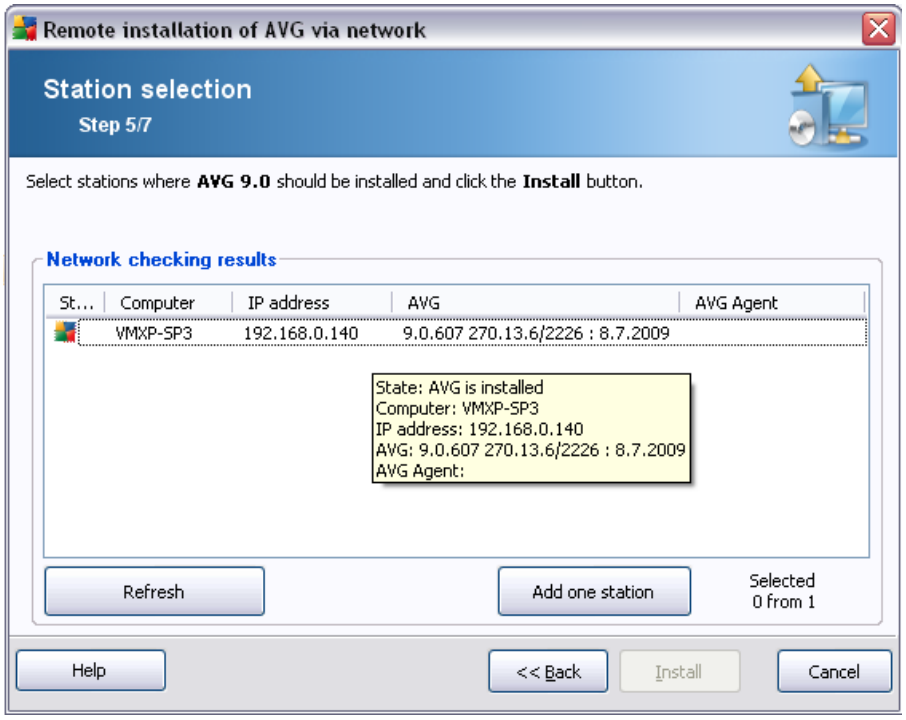
- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

4.6. Remote network installation - final steps



Additionally, you may display a so called 'tool tip' when pointing to a station in the list for a few seconds. The tool tip contains an overview of the station state and other details.

Once you are ready to proceed, select the desired stations and click on the ***Install*** button to begin remote installation.

If you selected only some stations from the list, AVG installation will be performed on these stations only. Otherwise installation will be performed on all listed stations.

If your access rights are not sufficient for **AVG Agent** service installation on the remote station, you will be asked for the domain administrator's login/password during installation.

Account settings
VMWAREMK_XP - 192.168.0.129
Enter the name and password for the user account under which you want to run the setup on the target computer.
Account name:
administrator
Password:
OK
Cancel

Enter an username with the administrator privileges (an username that is member of the administrator's group). Confirm by clicking OK.

If there is no common administrator account for all stations (with the same login name and password) you will be asked separately for every station.

Pressing the ***Cancel*** button will cause the current station installation to be skipped, and the wizard will continue installation on the next station in the list.

AVG will then be transferred to the station and installed. You will see on each line, if the installation was successful (however it may take some time to process).

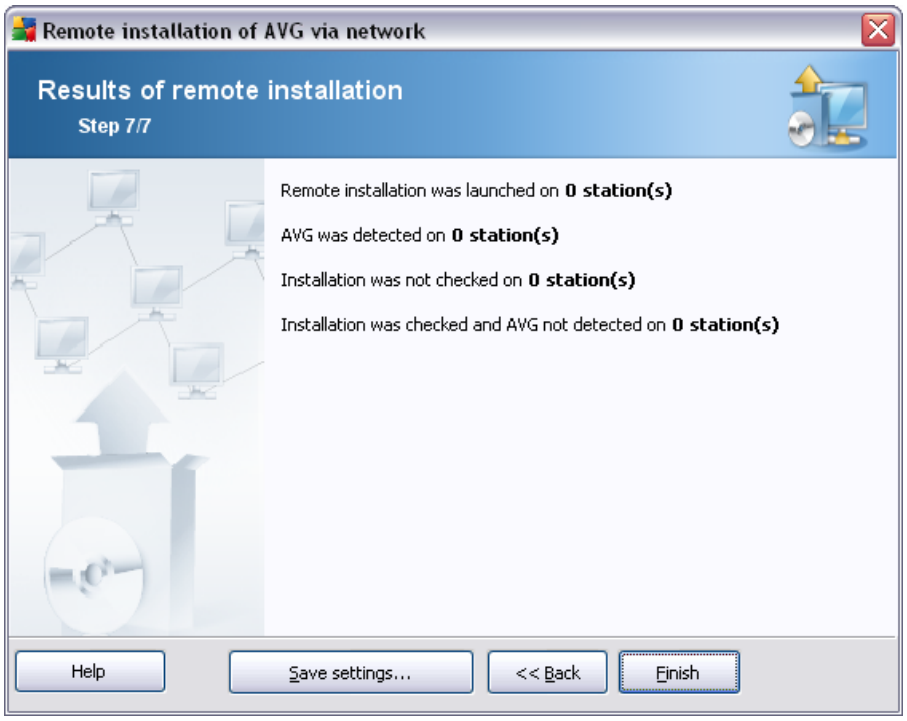
Once all your stations receive the installation files and finish the installation process, you will be able to leave this dialog by clicking the ***Next*** button.

Note: *You can later review recently installed stations from the* ***AVG Admin Console*** *either in the* ***Stations/New stations*** *or in the group chosen during the Remote administration settings dialog.*

To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the ***Stations/Non-compliant stations****.*

Also, on Windows XP SP2/Windows 7/Vista or possibly higher with Windows Firewall enabled the AVG Agent, once installed, will automatically create a communication rule and allow its execution and network communication.

The final dialog contains a short overview of activity on the station(s).


Remote installation of AVG via network
Results of remote installation
Step 7/7
Remote installation was launched on 0 station(s)
AVG was detected on 0 station(s)
Installation was not checked on 0 station(s)
Installation was checked and AVG not detected on 0 station(s)
Help
Save settings...
<< Back
Finish

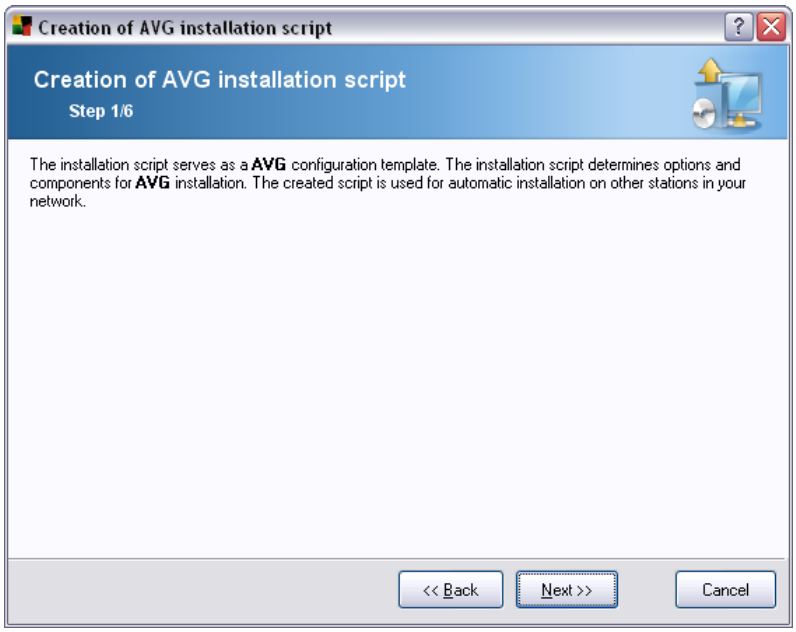
The ***Save settings*** button allows you to save the previously selected configuration. You can then reuse it when running this wizard again simply by loading the settings at the very beginning.

Click ***Finish*** button to close the wizard.

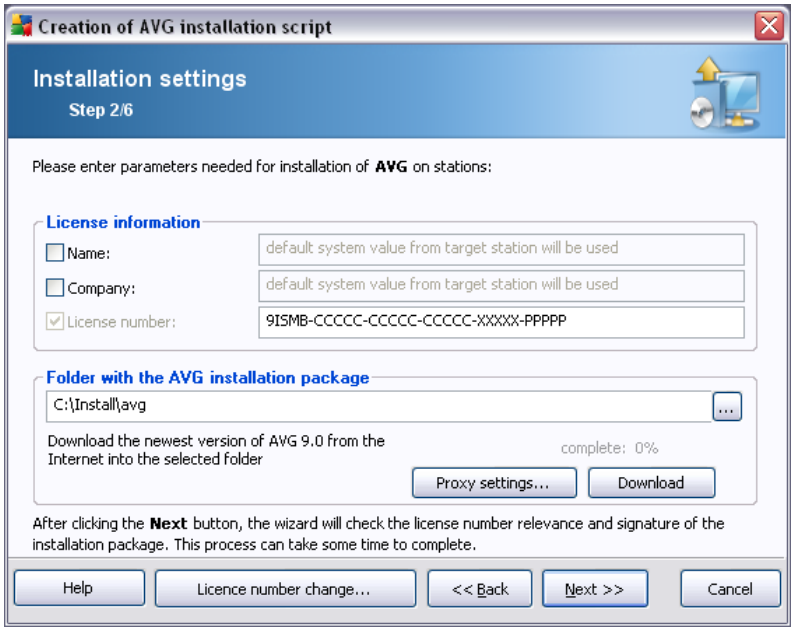
4.7. Creation of AVG Installation Script

Selecting the ***Creation of AVG installation script*** option, the wizard will create an installation script in a selected directory. The content of the directory can then be used for installation from CD, network folder or copied directly to a station.

This option does not offer the possibility of remote installation to the network stations or servers.


Creation of AVG installation script
Creation of AVG installation script
Step 1/6
The installation script serves as a AVG configuration template. The installation script determines options and components for AVG installation. The created script is used for automatic installation on other stations in your network.
<< Back
Next >>
Cancel

The first step contains an overview of this option. Click ***Next*** to continue.


Creation of AVG installation script
Installation settings
Step 2/6
Please enter parameters needed for installation of AVG on stations:
License information
Name:
default system value from target station will be used
Company:
default system value from target station will be used
License number:
9ISMB-CCCCC-CCCCC-CCCCC-XXXXX-PPPPP
Folder with the AVG installation package
C:\Install\avg
Download the newest version of AVG 9.0 from the Internet into the selected folder
complete: 0%
Proxy settings...
Download
After clicking the Next button, the wizard will check the license number relevance and signature of the installation package. This process can take some time to complete.
Help
Licence number change...
<< Back
Next >>
Cancel

During this step it is necessary to define the following installation parameters:

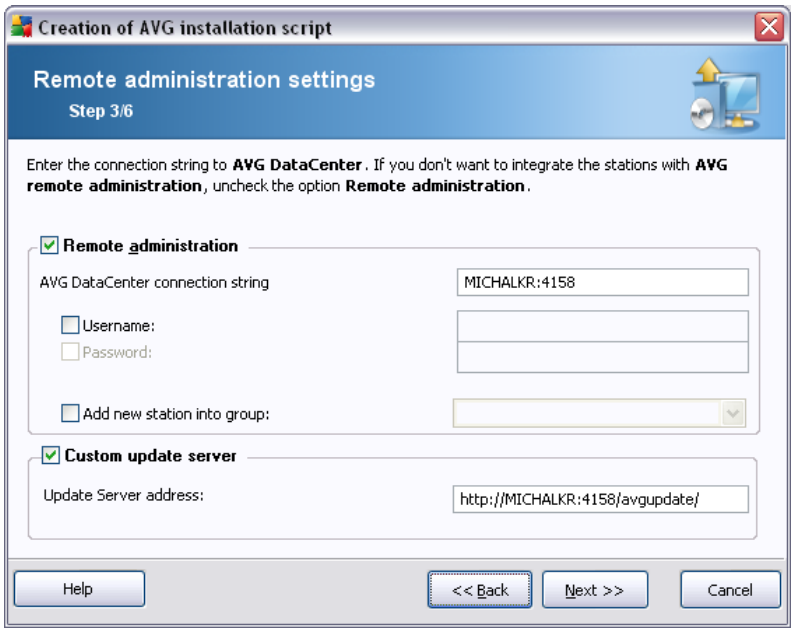
- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- ***Folder with the AVG installation package*** - type in the full path to the AVG installation package or use this ... button to select the correct folder.

  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the ***Download*** button.

- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.

- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.



The following options are available in this step.

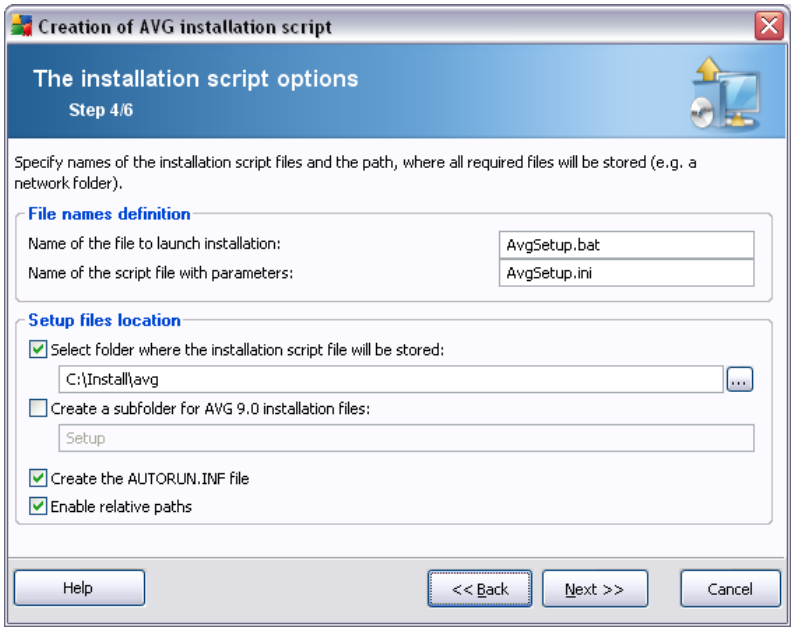
Note: *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string to the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.

- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.

- ***Custom update server*** - if you already have an existing update server that you would like to use for your stations, check this checkbox and fill in its address

now.


Creation of AVG installation script
The installation script options
Step 4/6
Specify names of the installation script files and the path, where all required files will be stored (e.g. a network folder).
File names definition
Name of the file to launch installation:
AvgSetup.bat
Name of the script file with parameters:
AvgSetup.ini
Setup files location
Select folder where the installation script file will be stored:
C:\Install\avg
Create a subfolder for AVG 9.0 installation files:
Setup
Create the AUTORUN.INF file
Enable relative paths
Help
<< Back
Next >>
Cancel

In this step you may specify names of the installation script files, their storage and other options.

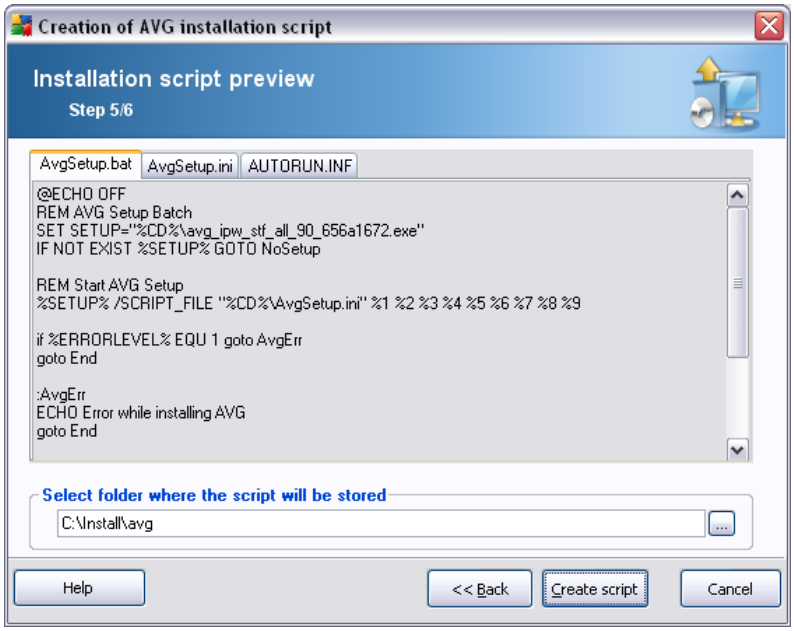
In the ***File names definition*** define these options:

- ***Name of the file to launch installation*** - type in a custom name for the file, that will be used for launching the installation. The file extension must be ***.bat***.
- ***Name of the script file with parameters*** - type in a custom name for the script parameters file. The file extension must be ***.ini***.

In the ***Setup files location*** define these options:

- ***Select folder where the installation script file will be stored*** - Tick this checkbox and choose a custom directory for storing the installation script.
- ***Create a subfolder for AVG 9.0 installation files*** - Tick this checkbox if you prefer AVG setup files to be stored in a subfolder.
- ***Create the AUTORUN.INF file*** - If you plan to put your script on a CD/DVD or USB Flash disk from which you would like to start the AVG installation automatically once inserted, tick this checkbox and the AUTORUN.INF file will be created.
- ***Enable relative paths*** - We recommend keeping this option checked. Relative path means, that it is relative to the current source directory (for example if your source disk drive and path is c:\avginstallation and you uncheck this option,

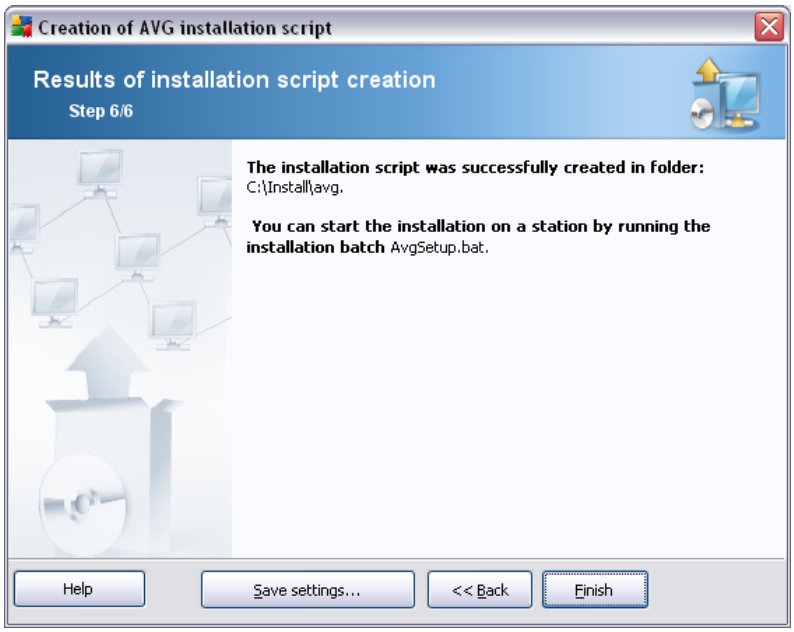
the output script will then look for the installation files in the exactly same path, which will be most likely different on the target station, where you will execute it and therefore script would not work.)



This step contains a preview of both setup and configuration files. The first tab contains information about the setup file and the second contains information about the presets.

If you have not done so already, fill in the output path in the ***Select folder where the script will be stored*** section.

Click the ***Create script*** button to compile and save the installation script to the selected location.


Creation of AVG installation script
Results of installation script creation
Step 6/6
The installation script was successfully created in folder:
C:\Install\avg.
You can start the installation on a station by running the installation batch AvgSetup.bat.
Help
Save settings...
<< Back
Finish

The ***Save settings*** button allows you to save the previously selected configuration. You can reuse it when running this wizard again simply by loading the settings at the very beginning.

Click the ***Finish*** button to close the wizard.

There are several options for how to use the produced script file. Here are the two most common examples:

To use the script saved to a folder:

1. Copy the whole contents of the previously chosen folder to your station.

   Note: *If you used a network folder for storing the script, you can navigate to that folder directly over the network.*

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

You can also put the script on a removable device, such as an external hard drive, USB flash disk etc.

To use the script from a removable device:

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system and you chose to create the autorun.inf file during script preparation, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

5. AVG Network Installer Wizard Advanced Mode

The **AVG Network Installer Wizard** in **Advanced mode** allows you to remotely install AVG on stations or to create installation scripts for on-site installation.

The Advanced mode is intended for experienced users who want to manually configure the installation script (functionality, parameters, AVG behavior) according to their own needs.

The wizard can be launched in two ways:

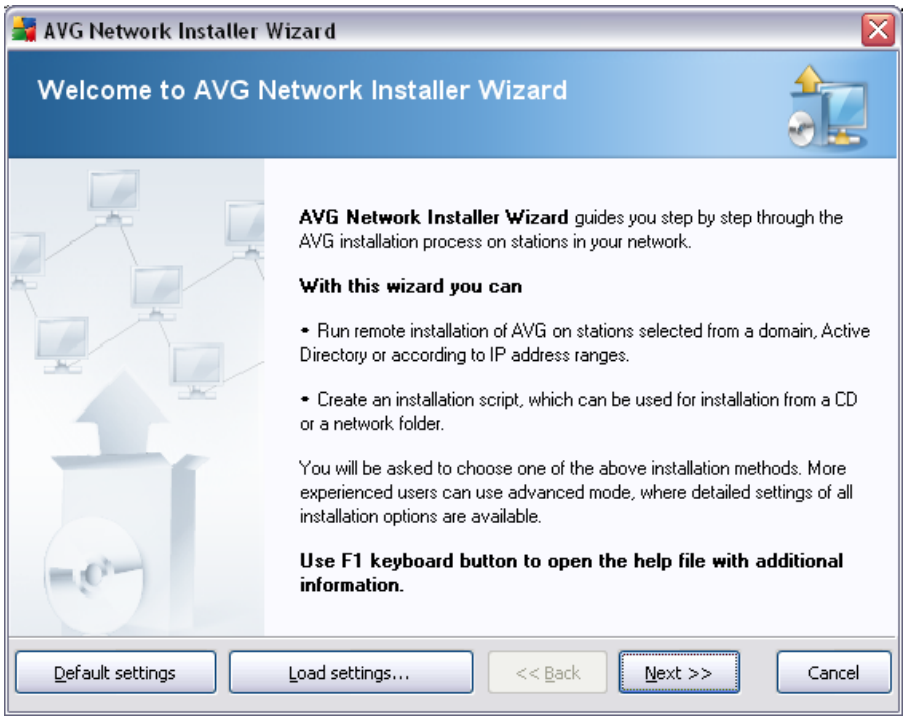
- From the Windows ***Start menu/All Programs/AVG 9.0 Remote Administration/AVG Network Installer Wizard***
- From the AVG Admin Console environment - upper menu ***Tools/Install AVG on stations...***

The wizard can be run either in the Basic or Advanced mode. You can select the Advanced mode by selecting the option ***Advanced mode*** in the second step. If the option is not selected, the program will run in the Basic mode (recommended for most users).

This chapter describes the Advanced mode.

Note: *Please review the Recommendations for Components chapter before proceeding with remote installations of AVG.*

5.1. Welcome


AVG Network Installer Wizard
Welcome to AVG Network Installer Wizard
AVG Network Installer Wizard guides you step by step through the AVG installation process on stations in your network.
With this wizard you can
• Run remote installation of AVG on stations selected from a domain, Active Directory or according to IP address ranges.
• Create an installation script, which can be used for installation from a CD or a network folder.
You will be asked to choose one of the above installation methods. More experienced users can use advanced mode, where detailed settings of all installation options are available.
Use F1 keyboard button to open the help file with additional information.
Default settings
Load settings...
<< Back
Next >>
Cancel

If you have already used the **AVG Network Installer Wizard** before and saved a customized configuration into a configuration file (available in the final step), you can load the settings now by choosing the ***Load settings*** button.

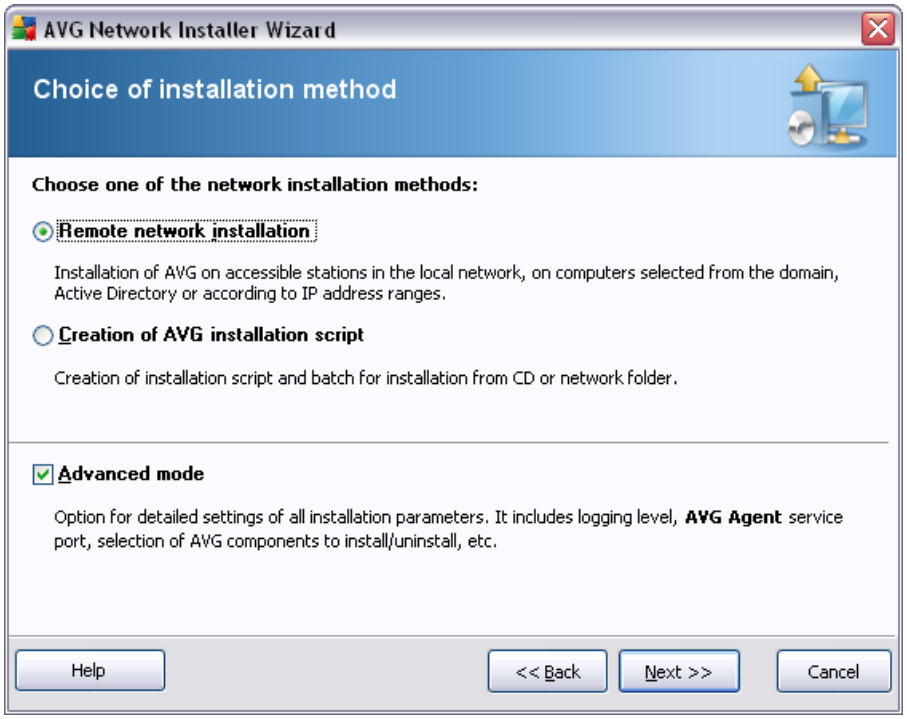
To revert to the original settings preset by default, press the ***Default settings*** button.

During the whole installation process you can decide to save the configuration progress at any time by pressing F2 key or CTRL+S combination. A new dialog will appear allowing you to choose a configuration file name.

To continue, click the ***Next*** button.

5.2. Installation Method

To continue in the ***Advanced mode*** check the ***Advanced mode*** checkbox, otherwise proceed to the Basic Mode chapter.


AVG Network Installer Wizard
Choice of installation method
Choose one of the network installation methods:
Remote network installation
Installation of AVG on accessible stations in the local network, on computers selected from the domain, Active Directory or according to IP address ranges.
Creation of AVG installation script
Creation of installation script and batch for installation from CD or network folder.
Advanced mode
Option for detailed settings of all installation parameters. It includes logging level, AVG Agent service port, selection of AVG components to install/uninstall, etc.
Help
<< Back
Next >>
Cancel

The dialog window offers the selection between two options for creating and using the installation script:

- ***Remote network installation***

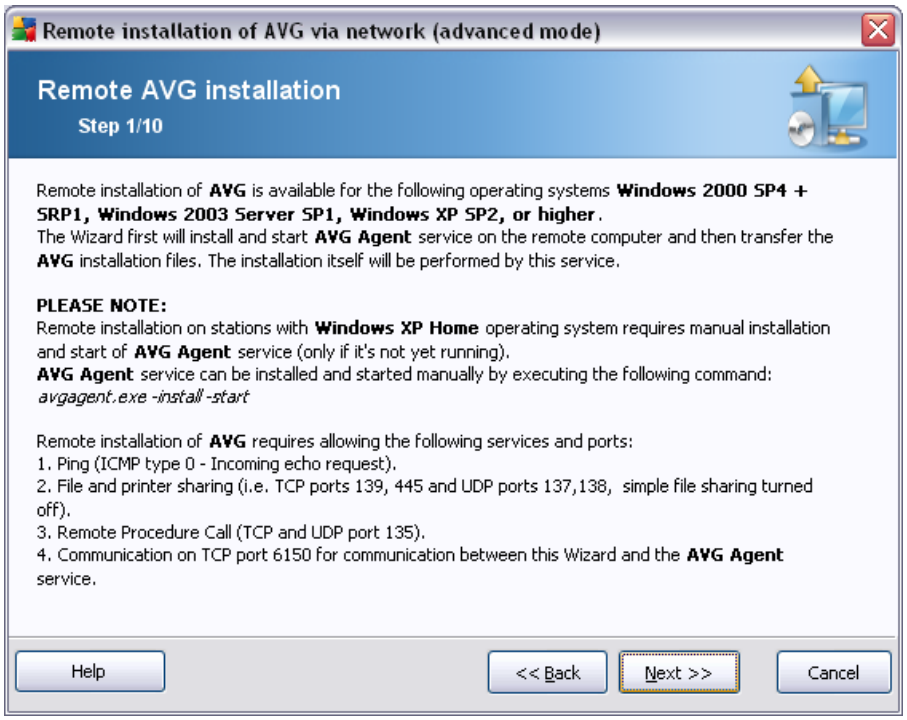
  This option allows you to install AVG on stations available in the local network (computers selected from the domain, Active Directory, according to IP ranges, imported from a list etc.).

  You can also use this option for removing stations from a former AVG Datacenter (and transferring them to a new one).

- ***Creation of AVG installation script***

  This option allows you to create an installation script and a batch file for local installation or installation from a removable media/network folder.

5.3. Remote Network Installation

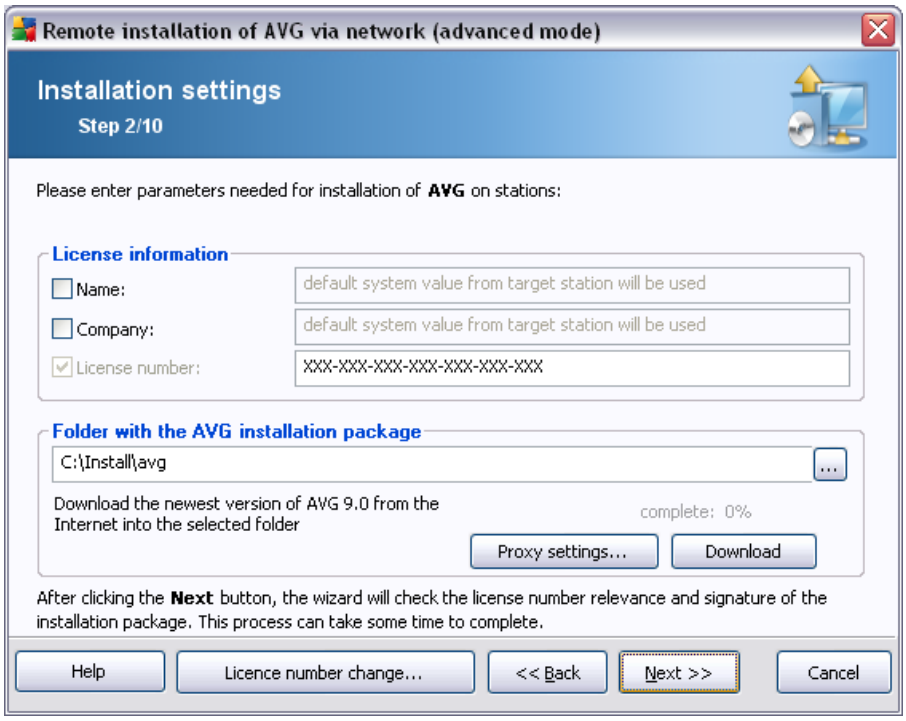

Remote installation of AVG via network (advanced mode)
Remote AVG installation
Step 1/10
Remote installation of AVG is available for the following operating systems Windows 2000 SP4 + SRP1, Windows 2003 Server SP1, Windows XP SP2, or higher.
The Wizard first will install and start AVG Agent service on the remote computer and then transfer the AVG installation files. The installation itself will be performed by this service.
PLEASE NOTE:
Remote installation on stations with Windows XP Home operating system requires manual installation and start of AVG Agent service (only if it's not yet running).
AVG Agent service can be installed and started manually by executing the following command:
avgagent.exe -install -start
Remote installation of AVG requires allowing the following services and ports:
1. Ping (ICMP type 0 - Incoming echo request).
2. File and printer sharing (i.e. TCP ports 139, 445 and UDP ports 137,138, simple file sharing turned off).
3. Remote Procedure Call (TCP and UDP port 135).
4. Communication on TCP port 6150 for communication between this Wizard and the AVG Agent service.
Help
<< Back
Next >>
Cancel

For correct remote installation, the wizard will first install and start the AVG Agent service on the target station, then transfer the AVG installation files and process the installation accordingly.

Before you proceed, please review the network requirements and exceptions regarding remote AVG installation.

You can find more detailed information on the port settings in the Network Requirements chapter.

The remote installation is not automatically possible on stations with Windows XP Home. Please see the Windows XP Home Remote Installation chapter for more information.


Remote installation of AVG via network (advanced mode)
Installation settings
Step 2/10
Please enter parameters needed for installation of AVG on stations:
License information
Name:
default system value from target station will be used
Company:
default system value from target station will be used
License number:
XXX-XXX-XXX-XXX-XXX-XXX-XXX
Folder with the AVG installation package
C:\Install\avg
Download the newest version of AVG 9.0 from the Internet into the selected folder
complete: 0%
Proxy settings...
Download
After clicking the Next button, the wizard will check the license number relevance and signature of the installation package. This process can take some time to complete.
Help
Licence number change...
<< Back
Next >>
Cancel

During this step it is necessary to define the following installation parameters:

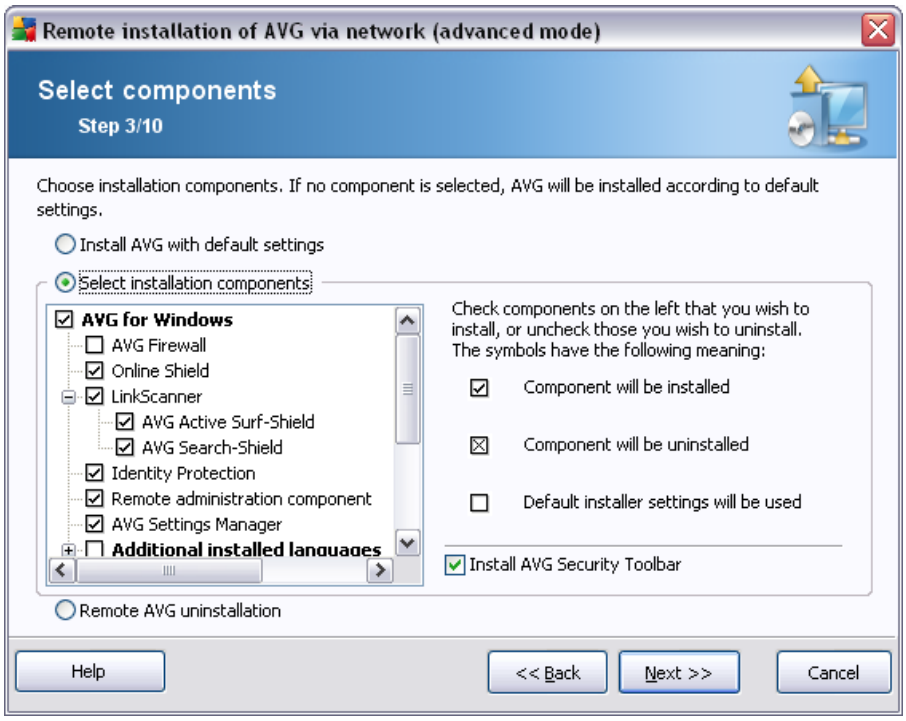
- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

- ***Folder with the AVG installation package*** - type in the full path to the AVG installation package or use this ... button to select the proper folder.

  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can view the download progress above the ***Download*** button.

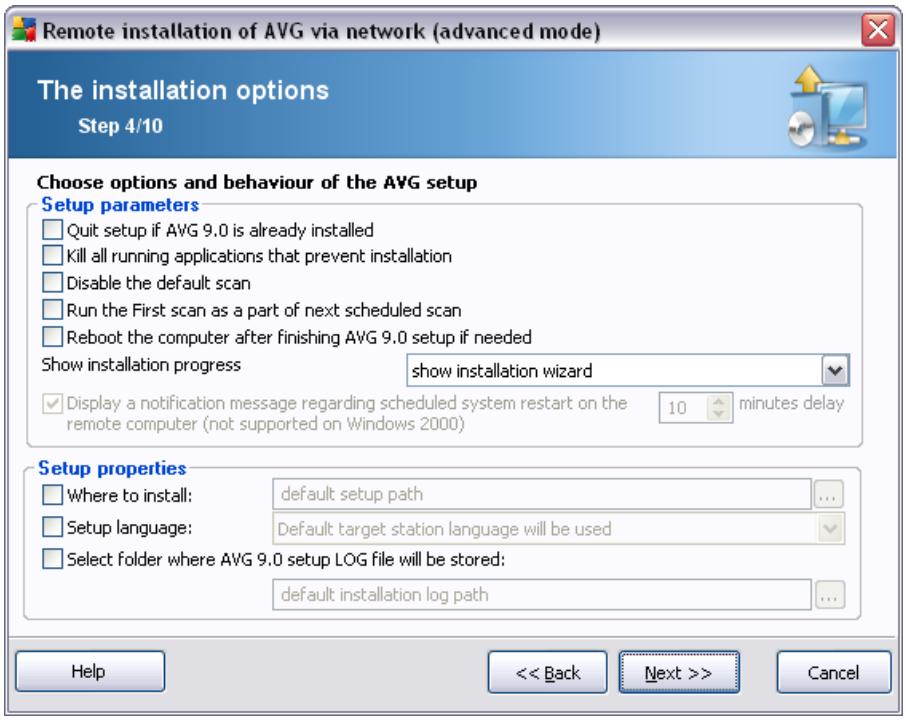
- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.

- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.


Remote installation of AVG via network (advanced mode)
Select components
Step 3/10
Choose installation components. If no component is selected, AVG will be installed according to default settings.
Install AVG with default settings
Select installation components
AVG for Windows
AVG Firewall
Online Shield
LinkScanner
AVG Active Surf-Shield
AVG Search-Shield
Identity Protection
Remote administration component
AVG Settings Manager
Additional installed languages
Check components on the left that you wish to install, or uncheck those you wish to uninstall. The symbols have the following meaning:
Component will be installed
Component will be uninstalled
Default installer settings will be used
Install AVG Security Toolbar
Remote AVG uninstallation
Help
<< Back
Next >>
Cancel

In this step, you can choose if you wish to install AVG with default settings or select custom components.

- ***Install AVG with default settings*** - Choose this option if you prefer the default components to be installed.
- ***Select installation components*** - Select this option to view a tree structure offering a list of AVG components that can be either installed or uninstalled. From the list of components select:
  - Components that should be installed, and mark them like this ☑
  - Components that should be uninstalled or not installed, and mark them like this ☒
  - The default settings will be used for components that you leave blank (☐).
- ***Remote AVG uninstallation*** - allows AVG removal.
- ***Install AVG Security Toolbar*** - choose to install AVG Security Toolbar. AVG's Security Toolbar is powered by LinkScanner technology which lets you know whether the sites you are about to visit are safe. Among other features it helps you also to surf the Internet more easily.


Remote installation of AVG via network (advanced mode)
The installation options
Step 4/10
Choose options and behaviour of the AVG setup
Setup parameters
Quit setup if AVG 9.0 is already installed
Kill all running applications that prevent installation
Disable the default scan
Run the First scan as a part of next scheduled scan
Reboot the computer after finishing AVG 9.0 setup if needed
Show installation progress
show installation wizard
Display a notification message regarding scheduled system restart on the remote computer (not supported on Windows 2000)
10
minutes delay
Setup properties
Where to install:
default setup path
Setup language:
Default target station language will be used
Select folder where AVG 9.0 setup LOG file will be stored:
default installation log path
Help
<< Back
Next >>
Cancel

In the ***Setup parameters*** section you can choose from the following options:

- ***Quit setup if AVG 9.0 is already installed*** - the remote administration will not proceed when AVG 9.0 is already present on the target station.
- ***Kill all running applications that prevent installation*** - the remote installation will force closure of any application that could interfere with the installation process. Usually this could be a running e-mail client or an internet browser.
- ***Disable the default scan*** - the default settings for weekly scanning will be disabled.
- ***Run the First scan as a part of next scheduled scan*** - the first optimization scan will be run with the first scheduled scan.
- ***Reboot the computer after finishing AVG 9.0 setup if needed*** - in certain cases (Firewall component installation for example) a computer restart may be required to complete the installation process.
- ***Show installation progress*** - from the drop down menu select one of the following:
    - ***hidden installation*** - no information will be displayed to the currently logged user during the setup process.
    - ***show installation progress only*** - the installation will not require any

user attention, but the progress will be fully visible on the station.

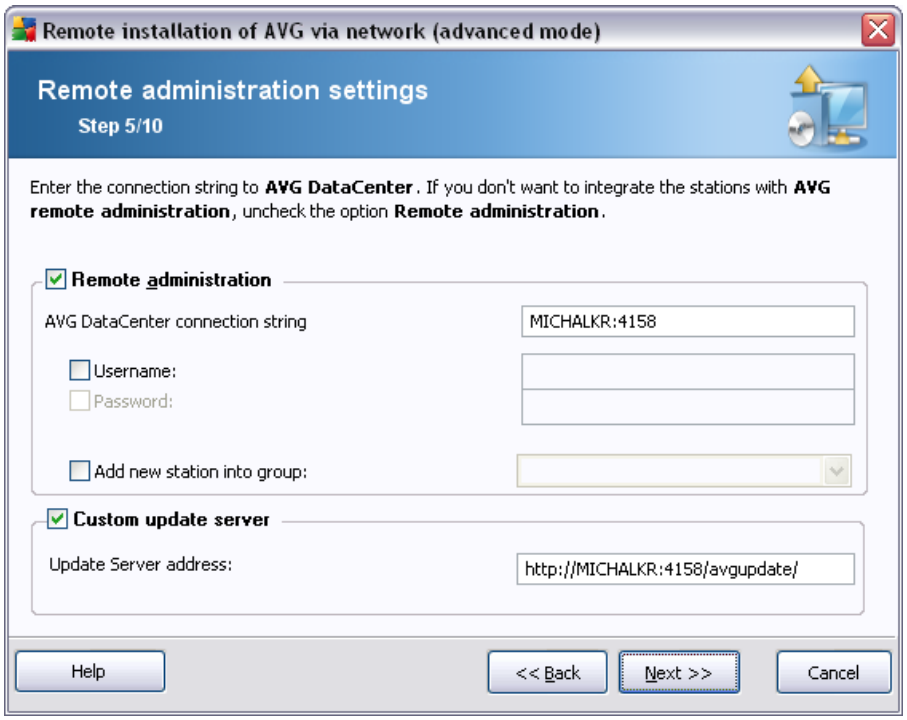
- o ***show installation wizard*** - the installation will be visible on the station and the currently logged user will need to manually confirm all steps.

- ***Display a notification message regarding scheduled system restart on the remote computer*** - If the previous checkbox is checked, you can also define a delay before the restart will take place. The default value is ten minutes.

  Note: *This option is not supported in MS Windows 2000.*

In the ***Setup properties*** section you can choose from the following options:

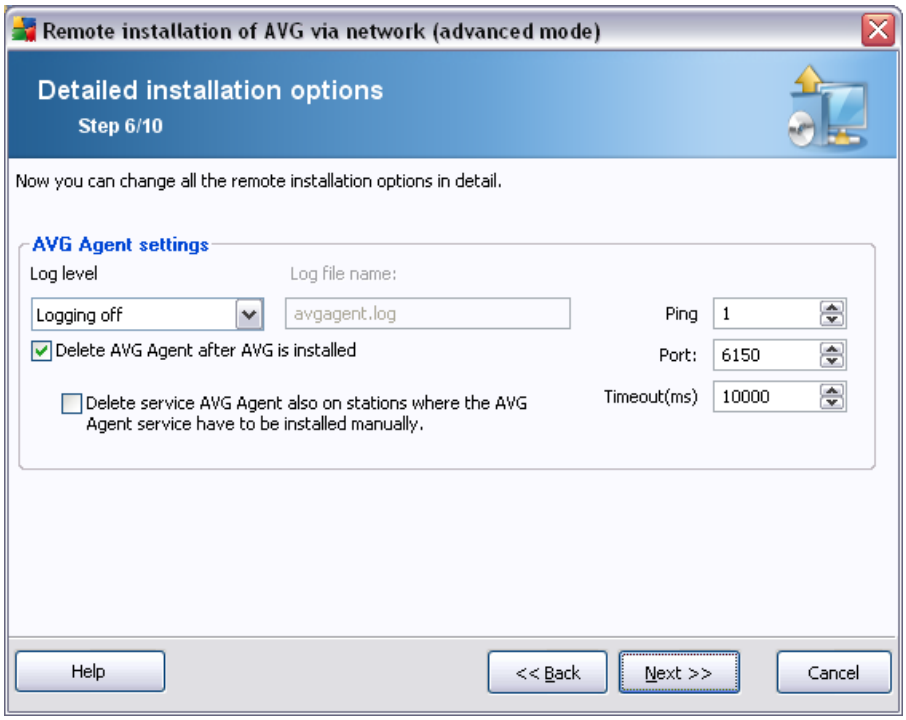
- ***Where to install*** - if you prefer a customized target location for installation, you can choose it by entering the path here. We recommend keeping the default settings.
- ***Setup language*** - choose a default custom language for AVG installation and user interface.
- ***Select folder where AVG 9.0 setup LOG file will be stored*** - if you prefer a custom location for setup log files, select it here (the folder must already exist on the target station).



The following options are available in this step.

Note: *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.
- ***Custom update server*** - if you already have an existing update server that you would like to use for your stations, check this checkbox and fill in its address now.



The ***AVG Agent settings*** section contains the following options:

The ***Log Level*** option allows you to specify the logging detail level:

- ***Errors only*** – only application's run related errors are logged – such as unauthorized connection attempts, network timeouts and so on.
- ***Detailed*** – information on the operations requested and performed by the service on a station.
- ***Debug*** – very detailed records covering the program diagnostics. After selecting

this level, the log files will be very large.

- ***Logging off*** - no logs will be saved (default).

If you choose a logging level option other than Logging off, the ***Log file name*** field will become active:

The Log file name – fill in the name of the log file. The AVG Agent service will store the log files under the selected name on remote stations, where the service should be installed. If you do not enter the absolute path (e.g. C:\avgagent.log), the directory containing the avgagent.exe file (typically the C:\Windows or C:\WinNT directory) will be used for storing the log file.

Note: *Log files are not deleted or decreased automatically, if the path for storing them has been changed! If you use the logging function, you should delete the logs manually once you have analyzed them.*

- ***Delete AVG Agent after AVG is installed*** - this option will automatically remove the AVG Agent from the station, once AVG is successfully installed.

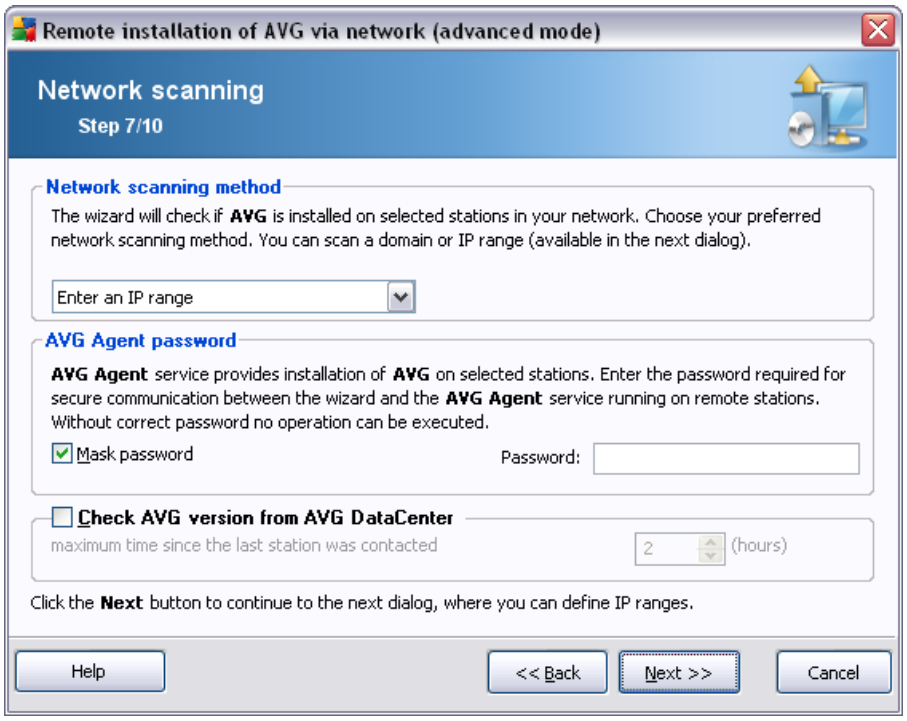
- ***Delete service AVG Agent also on stations where the AVG Agent service have to be installed manually*** - this option will automatically remove the AVG Agent (once AVG is successfully installed) also from stations where the AVG Agent cannot be installed automatically (not recommended).

The right part of the section offers the following options:

- ***Ping*** – number of ping operations to be used while detecting availability of a remote station. If the wizard does not receive a response to all of the ping queries, it will consider the station to be unavailable and will not offer it for further operations.

- ***Port*** – TCP/IP communication port, where the AVG Agent service listens for the wizard connection. The default value is 6150 and usually there is no need to change this.

- ***Timeout*** – the AVG Agent and wizard communication timeout value in milliseconds. When there is no response within the specified value in the AVG Agent and wizard communication process, the connection is terminated with an error. If you have a very busy network or the stations with AVG installed are very slow, you can increase this timeout value to prevent connection timeout errors.


Remote installation of AVG via network (advanced mode)
Network scanning
Step 7/10
Network scanning method
The wizard will check if AVG is installed on selected stations in your network. Choose your preferred network scanning method. You can scan a domain or IP range (available in the next dialog).
Enter an IP range
AVG Agent password
AVG Agent service provides installation of AVG on selected stations. Enter the password required for secure communication between the wizard and the AVG Agent service running on remote stations. Without correct password no operation can be executed.
Mask password
Password:
Check AVG version from AVG DataCenter
maximum time since the last station was contacted
2
(hours)
Click the Next button to continue to the next dialog, where you can define IP ranges.
Help
<< Back
Next >>
Cancel

The wizard needs to scan some stations first to find out their status and then install AVG on them.

In the **Network scanning method** section choose from the drop down list, which method for selecting stations you prefer. The possible options are as follows:

- ***All stations from the domain*** - this option will scan all stations available in your local domain.
- ***Enter an IP range*** - this option will allow you to choose a specific range of IP addresses.
- ***Import stations from file*** - a new dialog will appear and you will be able to choose a file with a list of stations to be scanned. Such a list can be generated from an older version of AVG Remote Administration (7.5).

  The source text file contains one station name or an IP address per line.

  More information about this topic can be found in the Migrate Stations from/to Different DataCenter chapter.
- ***Select a single station*** - this option lets you type in a specific Computer name (DNS name) or IP address.
- ***Select from Active Directory*** - allows you to choose specific stations directly from the Active Directory.

Note: *This option is available only if the current computer is part of a domain.*

The ***AVG Agent password*** section includes a Password field where you can optionally enter a password to protect communication between the wizard and the **AVG Agent** service on remote stations. Once set, no operations using the wizard can be performed on the remote stations without knowing the password. The password is related to the **AVG Agent** service only, and it does not influence any other remote station settings.

Mask password checkbox - Selecting this option will prevent the password from being displayed on your computer's monitor.

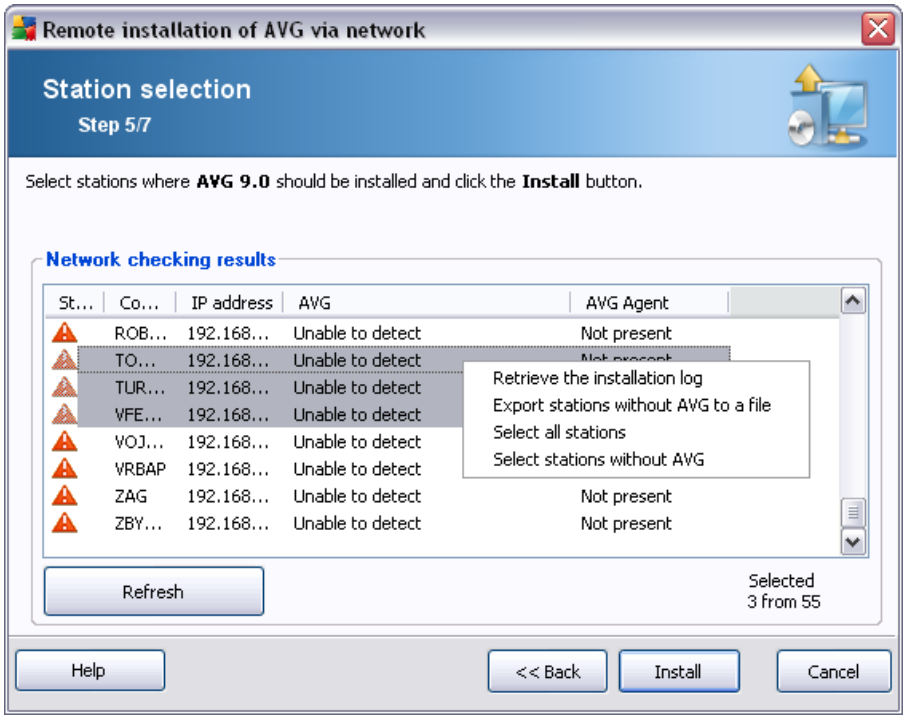
- ***Check AVG version from AVG DataCenter*** - check this option if you want the wizard to try obtaining information about AVG version on each station from the AVG DataCenter (if available). Fill into the ***Maximum time since the last station was contacted*** field a value (in hours) that will indicate the maximum time since the last contact with such station.

Warning: *AVG remote installation can be performed only on stations with the supported operating system installed. See the full list of supported operating systems in the Operating Systems Supported chapter. Also, you need to know a logon username with administrator privileges. On stations running the MS Windows XP Home the AVG installation must be done manually, or using the login script and the AVG Agent service (for details please refer to chapter Remote Installation on Windows XP Home).*

You may also need to review the Network Requirements chapter.

5.3.1. All Stations from the Domain

If you choose to install AVG remotely on all stations from the domain, the following dialog listing all stations available in the domain will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

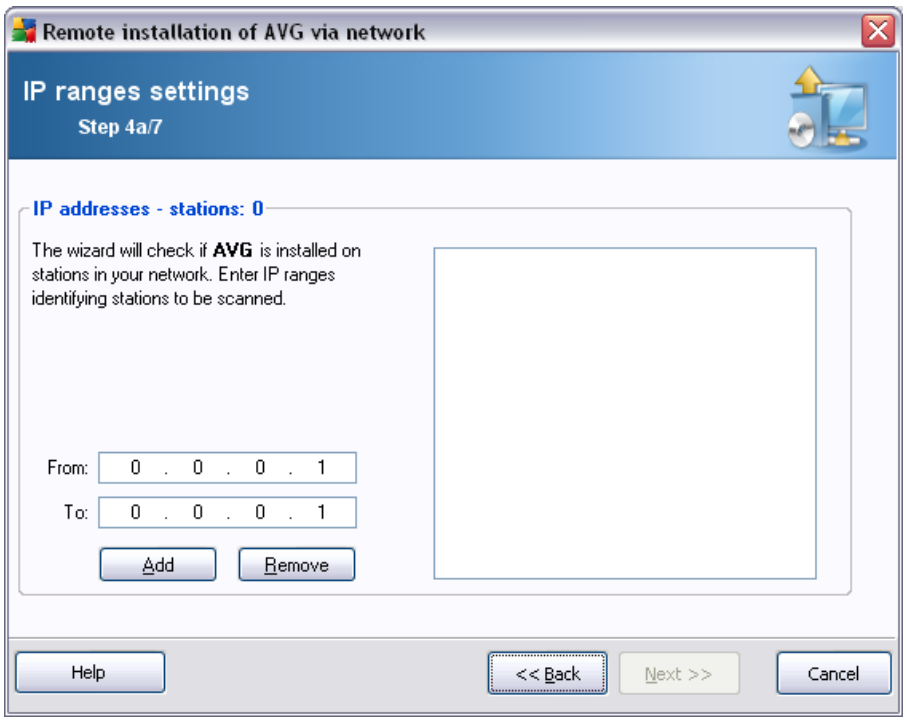
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.2. Enter an IP Range

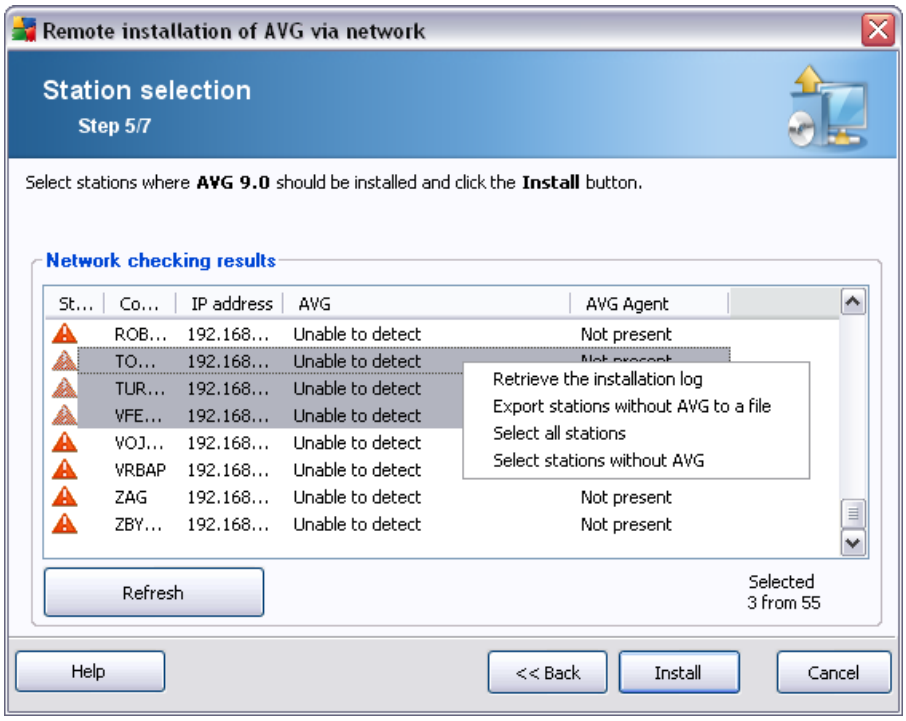
If you choose to install AVG remotely according to an IP range, the following dialog will appear:


Remote installation of AVG via network
IP ranges settings
Step 4a/7
IP addresses - stations: 0
The wizard will check if AVG is installed on stations in your network. Enter IP ranges identifying stations to be scanned.
From: 0 . 0 . 0 . 1
To: 0 . 0 . 0 . 1
Add
Remove
Help
<< Back
Next >>
Cancel

You need to specify the scanning range by entering the IP addresses here. In the ***From*** field enter a starting IP address and in the ***To*** field an ending address. Click the ***Add*** button to add the address into the list.

To delete a range from the right list, simply select the items you wish to remove and click the ***Remove*** button.

Once you have finished selecting the IP ranges, click the ***Next*** button to continue. Once done, the **Station selection** window will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

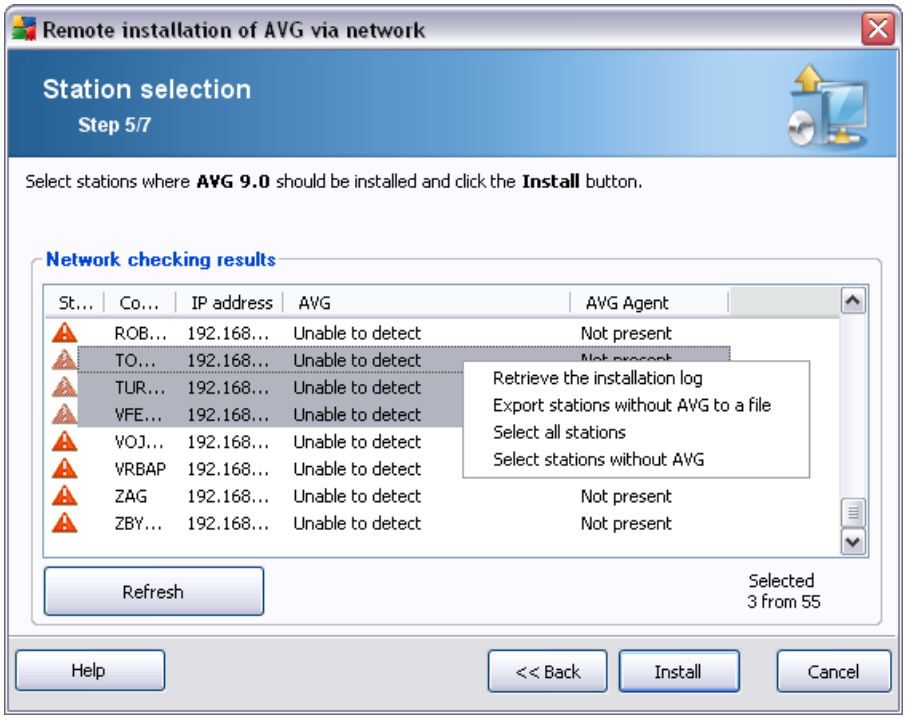
Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.3. Import Stations from File

Note: *This option is usually used when migrating stations to another AVG DataCenter. For more information on this topic see the Migrate Stations from/to Different DataCenter chapter.*

If you choose to install AVG remotely on stations selected from a file, you will experience a dialog asking for the file. Locate the file and confirm your choice. The source file format contains one station name per line in simple text format.

Once done, the **Station selection** window will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install

button will become active.

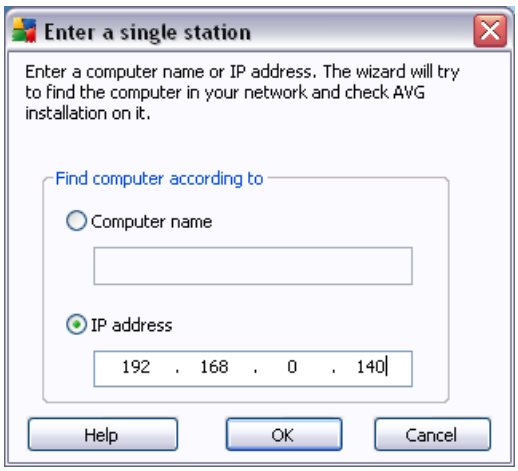
- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

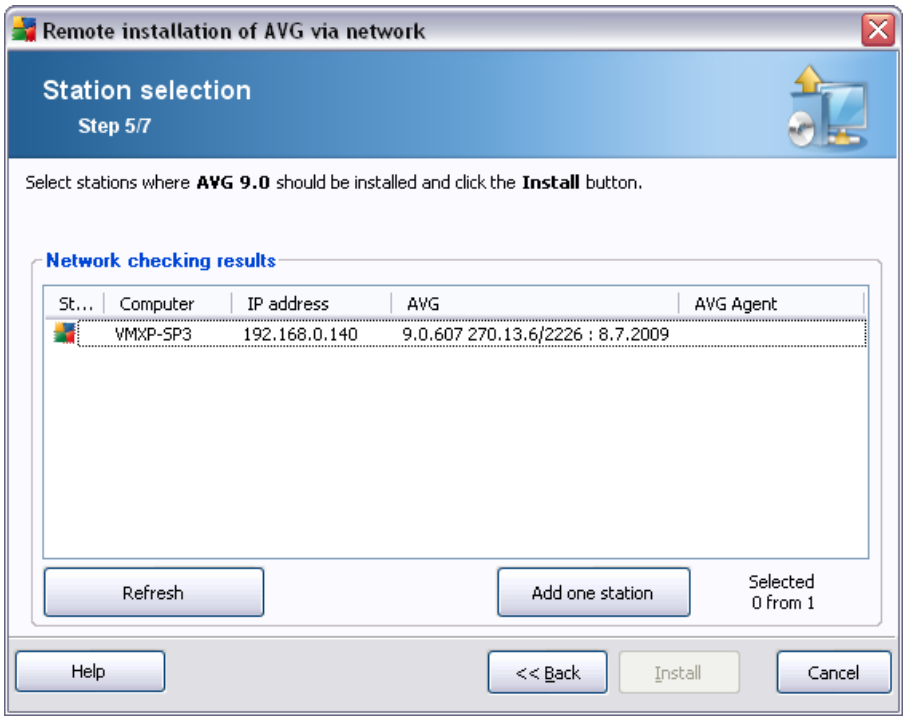
Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.4. Select a Single Station

If you choose to install AVG remotely only on a single station, the following dialog will appear:


Enter a single station
Enter a computer name or IP address. The wizard will try to find the computer in your network and check AVG installation on it.
Find computer according to
Computer name
IP address
192 . 168 . 0 . 140
Help
OK
Cancel

Click either the ***Computer name*** or ***IP address*** field and fill in the proper name or IP address. Confirm your choice by clicking the ***OK*** button. The process of checking the chosen station for an AVG installation will begin. Once done, the **Station selection** window will appear:



Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

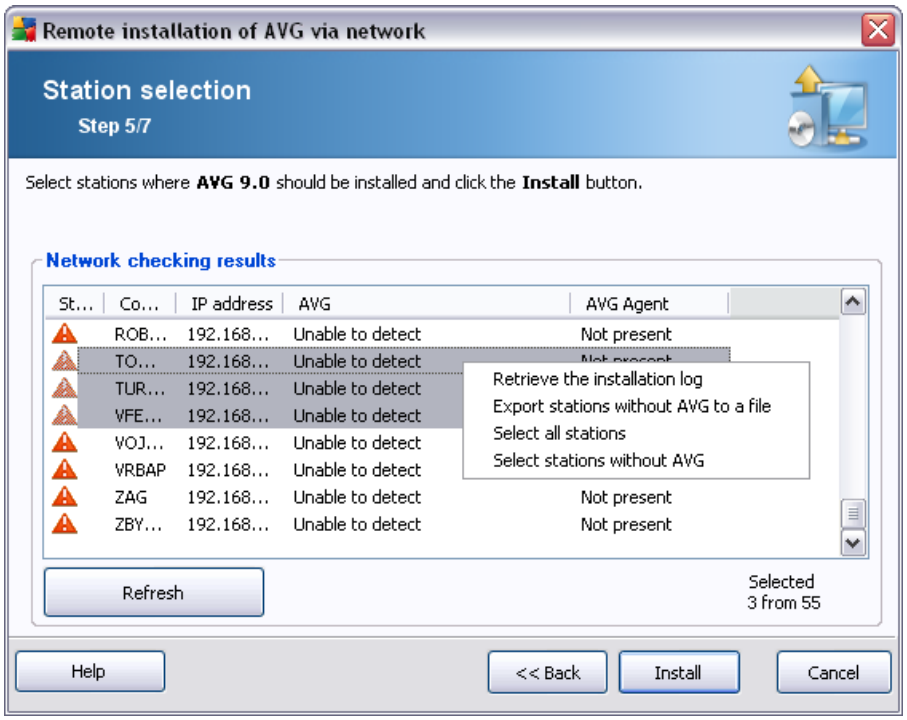
The ***Refresh*** button will reload the state of all stations in the list by scanning them again. The ***Add one station*** button will allow you to add another single station.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.3.5. Select from Active Directory

If your network is domain-based, you can choose to install AVG remotely on stations selected from the Active Directory. A new dialog will pop up (standard Windows dialog for selecting stations). You can choose multiple stations (separate the values by a semicolon) either by entering the station names manually or by using the dialog advanced features for searching.

Once done, the **Station selection** window will appear:


Remote installation of AVG via network
Station selection
Step 5/7
Select stations where AVG 9.0 should be installed and click the Install button.
Network checking results
St... Co... IP address AVG AVG Agent
ROB... 192.168... Unable to detect Not present
TO... 192.168... Unable to detect
TUR... 192.168... Unable to detect
VFE... 192.168... Unable to detect
VOJ... 192.168... Unable to detect
VRBAP 192.168... Unable to detect
ZAG 192.168... Unable to detect Not present
ZBY... 192.168... Unable to detect Not present
Retrieve the installation log
Export stations without AVG to a file
Select all stations
Select stations without AVG
Refresh
Selected 3 from 55
Help
<< Back
Install
Cancel

Right-click to view additional options:

- ***Retrieve the installation log*** - this option will try to obtain the installation log from the station (if available).

  Note: *If AVG installation is successful and the option* ***Delete AVG Agent after AVG is installed*** *is enabled (****Detailed installation options*** *step), the* ***AVG Agent*** *will be removed and therefore the installation log will not be possible to retrieve.*

- ***Export stations without AVG to a file*** - this option will create a file with list of stations that do not contain AVG installation.

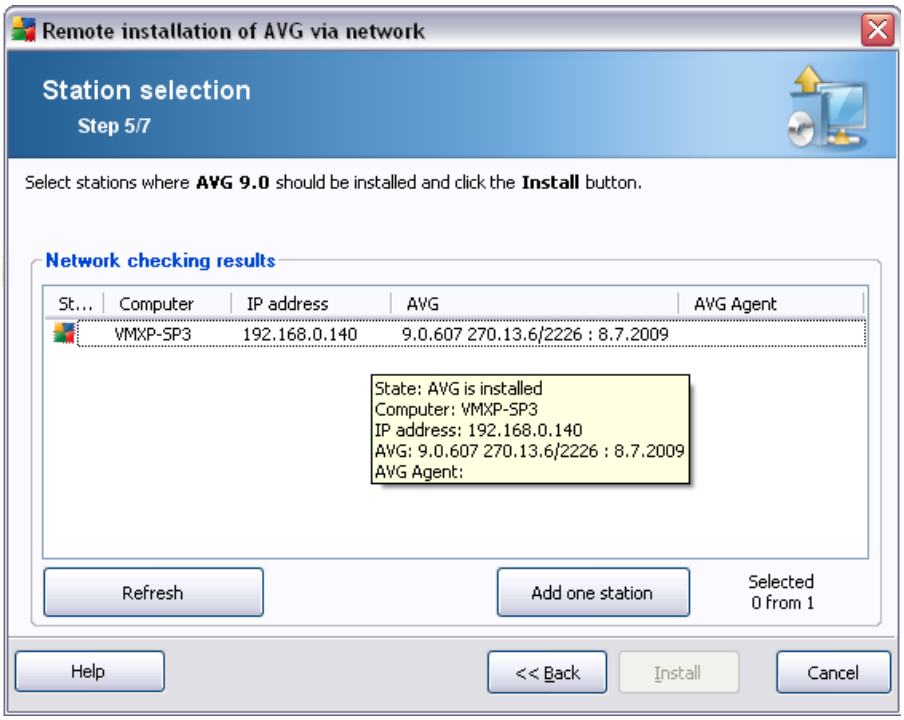
- ***Select all stations*** - will select or unselect all stations in the list and the Install button will become active.

- ***Select stations without AVG*** - will select only stations that do not have AVG already installed, or where AVG could not be detected.

The ***Refresh*** button will reload the state of all stations in the list by scanning them again.

Continue to the Remote network installation - final steps chapter and complete the remote installation process.

5.4. Remote network installation - final steps



Additionally, you may display a so called tool tip when pointing to a station in the list for a few seconds. The tool tip contains an overview of the station state and other details.

Once you are ready to proceed, select the desired stations and click on the ***Install*** button to begin remote installation.

If you select only some stations from the list, AVG installation will be performed on these stations only. Otherwise installation will be performed on all listed stations.

If your access rights are not sufficient for **AVG Agent** service installation on the remote station, you will be asked for the domain administrator's login/password during installation.

Account settings
VMWAREMK_XP - 192.168.0.129
Enter the name and password for the user account under which you want to run the setup on the target computer.
Account name:
administrator
Password:
OK
Cancel

Enter a username that has administrator privileges (a username that is member of the administrator's group). Confirm by clicking OK.

If there is no common administrator account for all stations (with the same login name and password) you will be asked separately for every station.

Pressing the ***Cancel*** button will cause the current station installation to be skipped, and the wizard will continue installation on the next station in the list.

AVG should be then transferred to the station and installed. You will see on each line, if the installation was successful (however it may take some time to process).

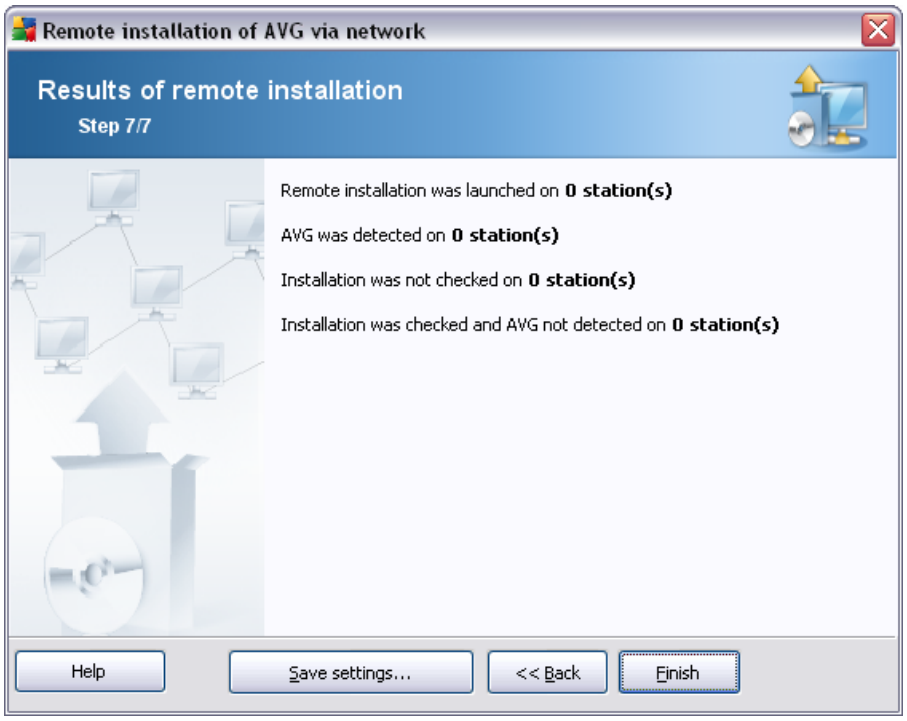
Once all your stations receive the installation files and finish the installation process, you will be able to leave this dialog by clicking the ***Next*** button.

Note: *You can later review recently installed stations from the* ***AVG Admin Console*** *either in the* ***Stations/New stations*** *or in the group chosen during the Remote administration settings dialog.*

To list recently installed stations that remain in an incorrect state (because of some remote installation failure), navigate to the ***Stations/Non-compliant stations****.*

Also, on Windows XP SP2/Windows 7/Vista or possibly higher with Windows Firewall enabled, the AVG Agent once installed will automatically create a communication rule and allow its execution and network communication.

The final dialog contains a short overview of activity on the station(s).


Remote installation of AVG via network
Results of remote installation
Step 7/7
Remote installation was launched on 0 station(s)
AVG was detected on 0 station(s)
Installation was not checked on 0 station(s)
Installation was checked and AVG not detected on 0 station(s)
Help
Save settings...
<< Back
Finish

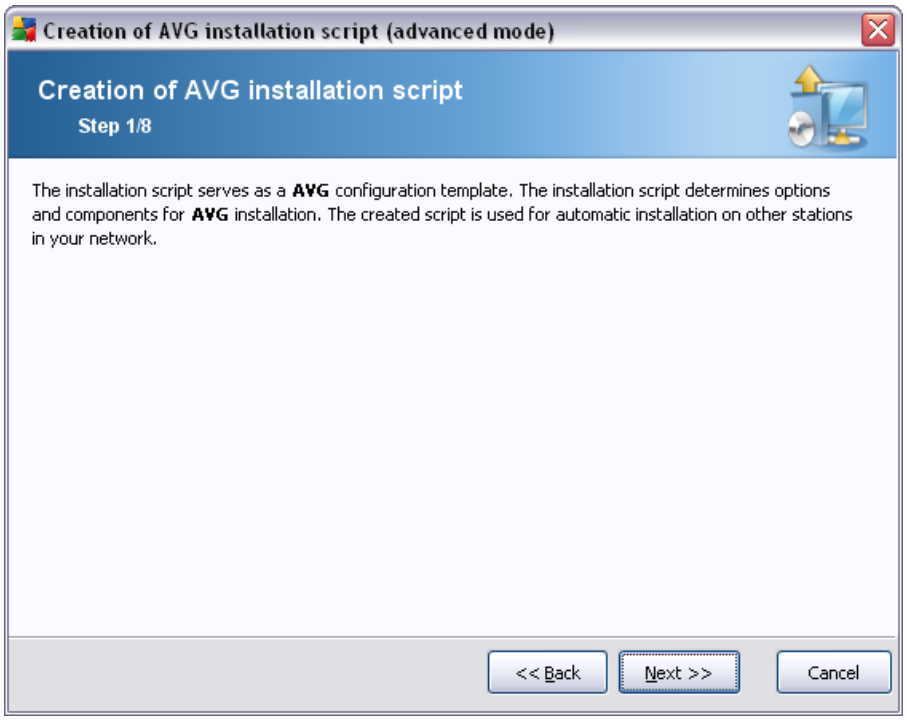
The ***Save settings*** button allows you to save the previously selected configuration. You can reuse it when running this wizard again simply by loading the settings at the very beginning.

Click ***Finish*** button to close the wizard.

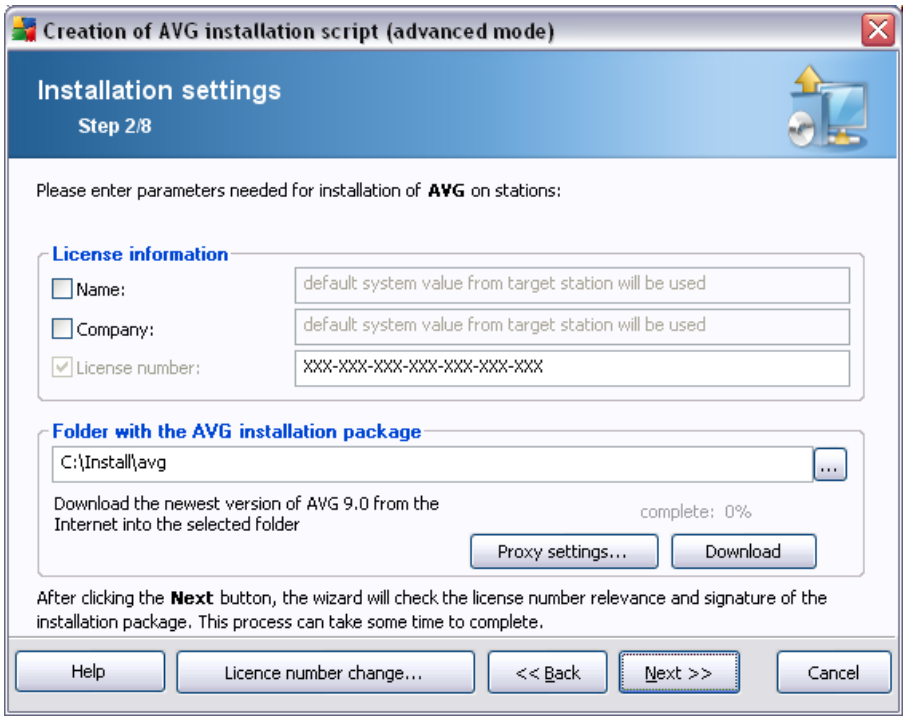
5.5. Creation of AVG Installation Script

Selecting the ***Creation of AVG installation script*** option, the wizard will create an installation script in the selected directory. The contents of the directory can then be used for installation from CD, network folder or copied directly to a station.

This option does not offer the possibility of remote installation to the network stations or servers.


Creation of AVG installation script (advanced mode)
Creation of AVG installation script
Step 1/8
The installation script serves as a AVG configuration template. The installation script determines options and components for AVG installation. The created script is used for automatic installation on other stations in your network.
<< Back
Next >>
Cancel

The first step contains an overview of this option. Click ***Next*** to continue.


Creation of AVG installation script (advanced mode)
Installation settings
Step 2/8
Please enter parameters needed for installation of AVG on stations:
License information
Name:
default system value from target station will be used
Company:
default system value from target station will be used
License number:
XXX-XXX-XXX-XXX-XXX-XXX-XXX
Folder with the AVG installation package
C:\Install\avg
Download the newest version of AVG 9.0 from the Internet into the selected folder
complete: 0%
Proxy settings...
Download
After clicking the Next button, the wizard will check the license number relevance and signature of the installation package. This process can take some time to complete.
Help
Licence number change...
<< Back
Next >>
Cancel

During this step it is necessary to define the following installation parameters:

- ***License information*** – type in the license data such as Name, Company, and License number (mandatory value). If you wish to use the Windows username for the Name field, do not select the respective check box, and leave the default system settings to be used.

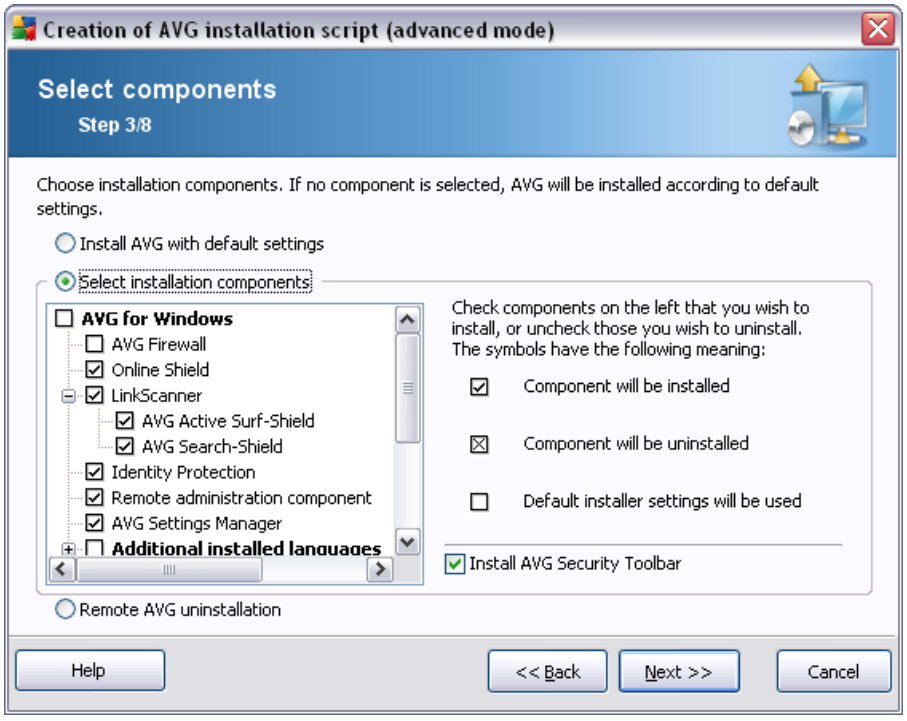
- ***Folder with the AVG installation package*** - type in the full path to the AVG installation package or use this ... button to select the proper folder.

  If you have not downloaded the package yet, click the ***Download*** button and use the wizard to download the installation file for you into the selected folder. You can observe the download progress above the ***Download*** button.

- ***Proxy settings button*** - If you need to use a proxy server to connect to the Internet, you can fill in the proxy server details by clicking the ***Proxy settings*** button.

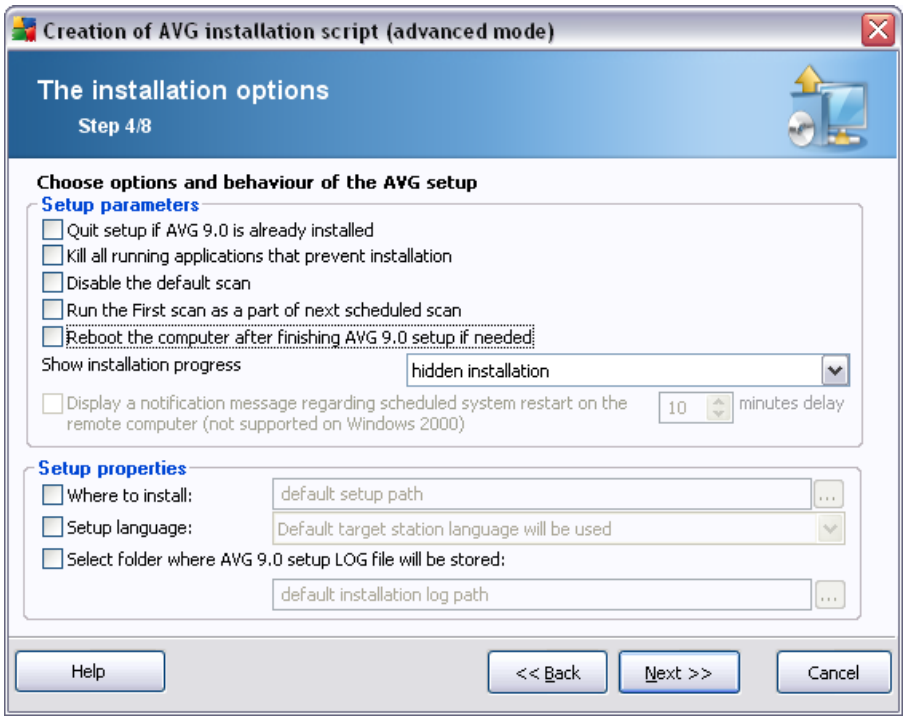
- ***License number change*** - Use this button to input a new license number to be used for remote installations of AVG.

- ***Install AVG Security Toolbar*** - choose to install AVG Security Toolbar. AVG's Security Toolbar is powered by LinkScanner technology which lets you know whether the sites you are about to visit are safe. Among other features it helps you also to surf the Internet more easily.


Creation of AVG installation script (advanced mode)
Select components
Step 3/8
Choose installation components. If no component is selected, AVG will be installed according to default settings.
Install AVG with default settings
Select installation components
AVG for Windows
AVG Firewall
Online Shield
LinkScanner
AVG Active Surf-Shield
AVG Search-Shield
Identity Protection
Remote administration component
AVG Settings Manager
Additional installed languages
Check components on the left that you wish to install, or uncheck those you wish to uninstall. The symbols have the following meaning:
Component will be installed
Component will be uninstalled
Default installer settings will be used
Install AVG Security Toolbar
Remote AVG uninstallation
Help
<< Back
Next >>
Cancel

In this step, you can choose if you wish to install AVG with default settings or select custom components.

- ***Install AVG with default settings*** - Choose this option if you prefer the default components to be installed.
- ***Select installation components*** - Select this option to view a tree structure offering a list of AVG components that can be either installed or uninstalled. From the list of components select:
  - Components that should be installed, and mark them like this ☑
  - Components that should be uninstalled or not installed, and mark them like this ☒
  - The default settings will be used for components that you leave blank (☐).
- ***Remote AVG uninstallation*** - allows AVG removal.


Creation of AVG installation script (advanced mode)
The installation options
Step 4/8
Choose options and behaviour of the AVG setup
Setup parameters
Quit setup if AVG 9.0 is already installed
Kill all running applications that prevent installation
Disable the default scan
Run the First scan as a part of next scheduled scan
Reboot the computer after finishing AVG 9.0 setup if needed
Show installation progress
hidden installation
Display a notification message regarding scheduled system restart on the remote computer (not supported on Windows 2000)
10
minutes delay
Setup properties
Where to install:
default setup path
Setup language:
Default target station language will be used
Select folder where AVG 9.0 setup LOG file will be stored:
default installation log path
Help
<< Back
Next >>
Cancel

In the ***Setup parameters*** section you can choose from the following options:

- ***Quit setup if AVG 9.0 is already installed*** - the remote administration will not proceed when AVG 9.0 is already present on the target station.
- ***Kill all running applications that prevent installation*** - the remote installation will force closure of any application that could interfere with the installation process. Usually this could be a running e-mail client or an internet browser.
- ***Disable the default scan*** - the default settings for weekly scanning will be

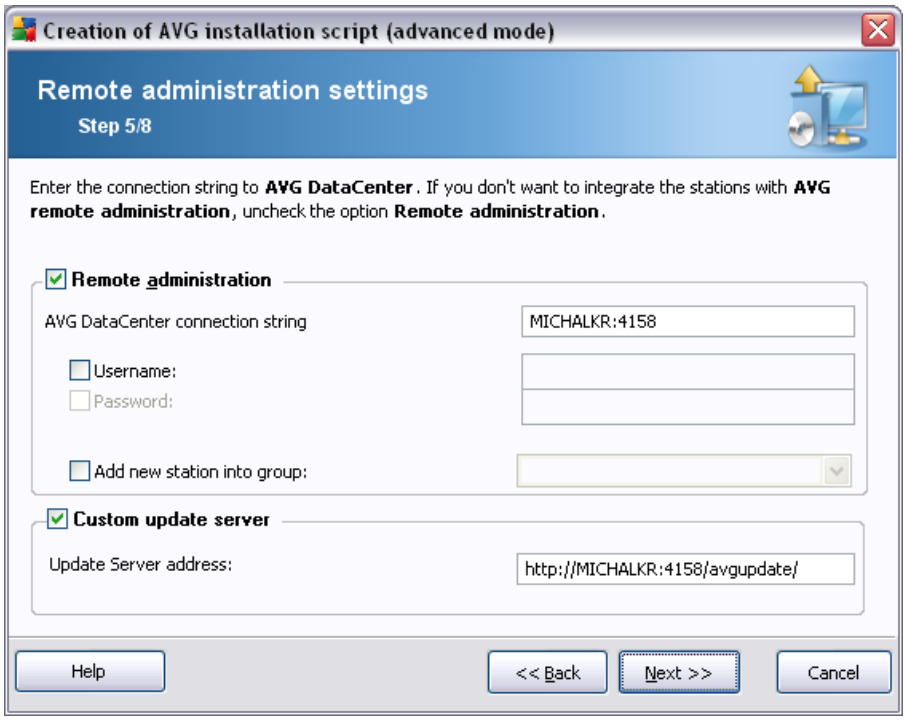
disabled.

- ***Run the First scan as a part of next scheduled scan*** - the first optimization scan will be run with the first scheduled scan.
- ***Reboot the computer after finishing AVG 9.0 setup if needed*** - in certain cases (Firewall component installation for example) a computer restart may be required to complete the installation process.
- ***Show installation progress*** - from the drop down menu select one of the following:
    - ***hidden installation*** - no information will be displayed to the currently logged user during the setup process.
    - ***show installation progress only*** - the installation will not require any user attention, but the progress will be fully visible on the station.
    - ***show installation wizard*** - the installation will be visible on the station and the currently logged user will need to manually confirm all steps.
- ***Display a notification message regarding scheduled system restart on the remote computer*** - If the previous checkbox is checked, you can also define a delay before the restart will take place. The default value is ten minutes.

    Note: *This option is not supported in MS Windows 2000.*

In the ***Setup properties*** section you can choose from the following options:

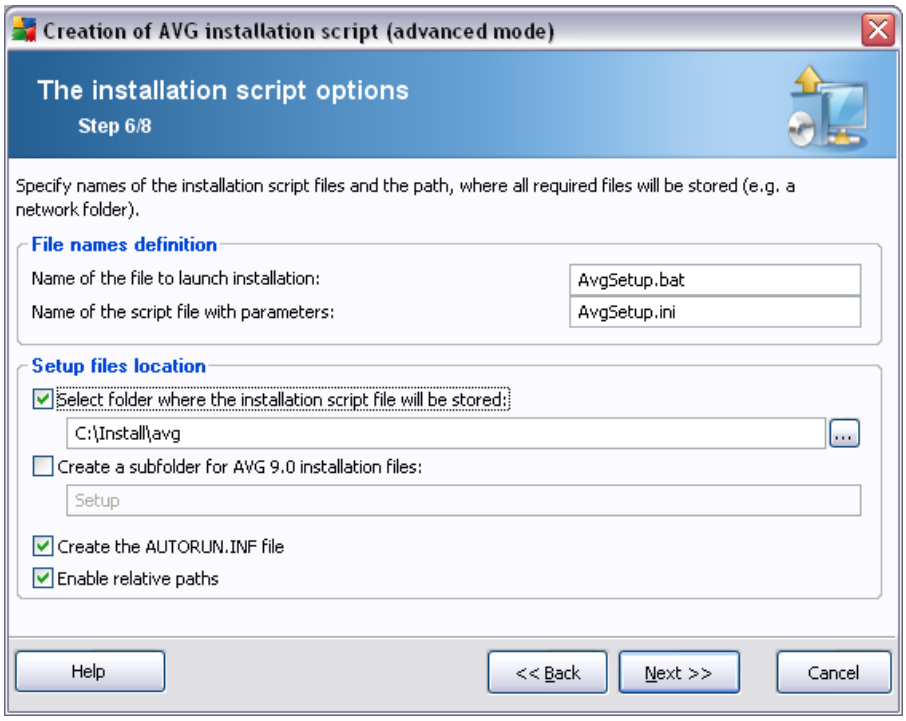
- ***Where to install*** - if you prefer a customized target location for installation, you can choose it by entering the path here. We recommend keeping the default settings.
- ***Setup language*** - choose a default custom language for AVG installation and user interface.
- ***Select folder where AVG 9.0 setup LOG file will be stored*** - if you prefer a custom location for setup log files, select it here (the folder must already exist on the target station).



The following options are available in this step.

Note: *If you are unsure about these settings, we recommend keeping the default ones.*

- ***Remote administration*** - Enter the AVG DataCenter connection string into the ***AVG DataCenter connection string*** field. If applicable, also enter the Username and Password. If you do not want to manage the stations via the AVG Admin Console, simply uncheck this option.
- ***Add new station into group*** - If you prefer to automatically add new station(s) into a custom group, you can choose the group name here.
- ***Custom update server*** - if you already have an existing update server, that you would like to use for your stations, check this checkbox and fill in its address now.


Creation of AVG installation script (advanced mode)
The installation script options
Step 6/8
Specify names of the installation script files and the path, where all required files will be stored (e.g. a network folder).
File names definition
Name of the file to launch installation:
AvgSetup.bat
Name of the script file with parameters:
AvgSetup.ini
Setup files location
Select folder where the installation script file will be stored:
C:\Install\avg
Create a subfolder for AVG 9.0 installation files:
Setup
Create the AUTORUN.INF file
Enable relative paths
Help
<< Back
Next >>
Cancel

In this step you may specify names of the installation script files, their storage and other options.

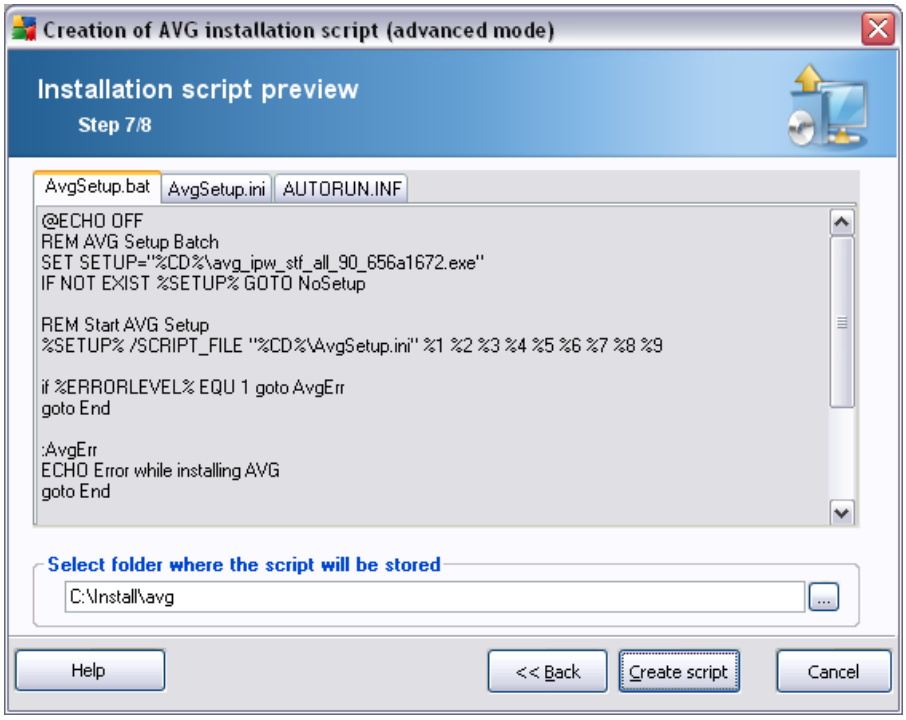
In the ***File names definition*** define these options:

- ***Name of the file to launch installation*** - type in a custom name for the file, that will be used for launching the installation. The file extension must be ***.bat***.
- ***Name of the script file with parameters*** - type in a custom name for the script parameters file. The file extension must be ***.ini***.

In the ***Setup files location*** define these options:

- ***Select folder where the installation script file will be stored*** - Tick this checkbox and choose a custom directory for storing installation script.
- ***Create a subfolder for AVG 9.0 installation files*** - Tick this checkbox if you prefer AVG setup files to be copied to and stored in a subfolder.
- ***Create the AUTORUN.INF file*** - If you plan to put your script on a CD/DVD or USB Flash disk from which you would like to start the AVG installation automatically once inserted, tick this checkbox and the AUTORUN.INF file will be created.
- ***Enable relative paths*** - We recommend keeping this option checked. Relative path means, that it is relative to the current source directory (for example if

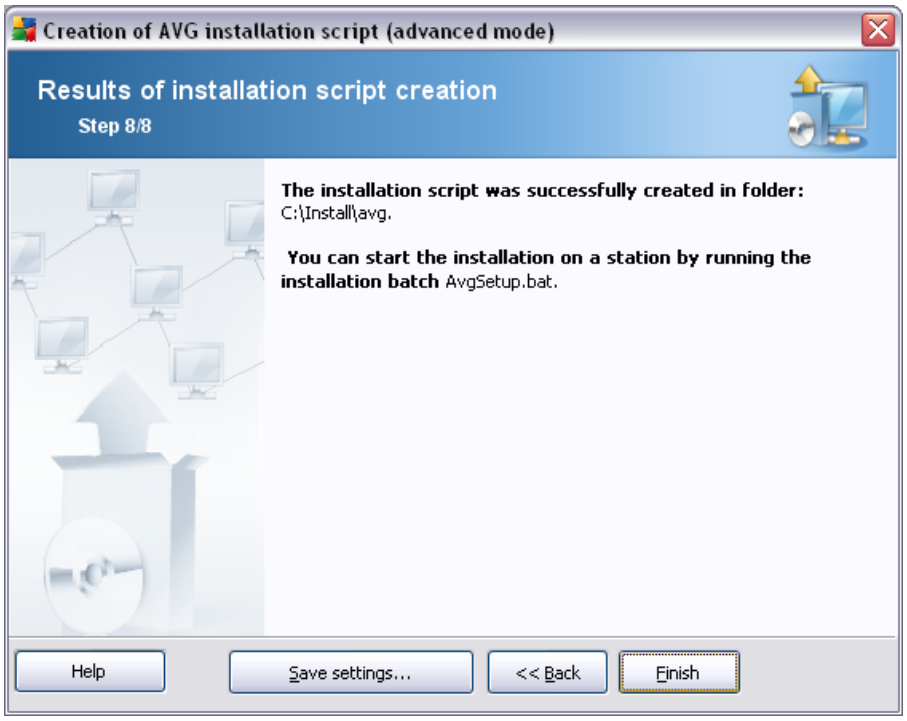
your source disk drive and path is c:\avginstallation and you uncheck this option, the output script will then look for the installation files in exactly the same path, which will be most likely different on the target station, where you will execute it and the script would not work.)



This step contains a preview of both setup and configuration files. The first tab contains information about the setup file and the second contains the presets.

If you have not done so already, fill in the output path in the ***Select folder where the script will be stored*** section.

Click the ***Create script*** button to compile and save the installation script to the selected place.


Creation of AVG installation script (advanced mode)
Results of installation script creation
Step 8/8
The installation script was successfully created in folder:
C:\Install\avg.
You can start the installation on a station by running the installation batch AvgSetup.bat.
Help
Save settings...
<< Back
Finish

The ***Save settings*** button allows you to save the previously selected configuration. You can use it when running this wizard again simply by loading the settings in the very beginning.

Click the ***Finish*** button to close the wizard.

There are several options for how to use the produced script file. Here are the two most common examples:

To use the script saved to a folder:

1. Copy the whole content of the previously chosen folder to your station.

   Note: *If you used a network folder for storing the script, you can navigate to that folder directly over the network.*

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

You can also put the script on a removable device, such as an external hard drive, USB flash disk etc.

To use the script from a removable device:

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system and you chose to create the autorun.inf file during script preparation, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

6. AVG Admin Console

6.1. What is AVG Admin Console

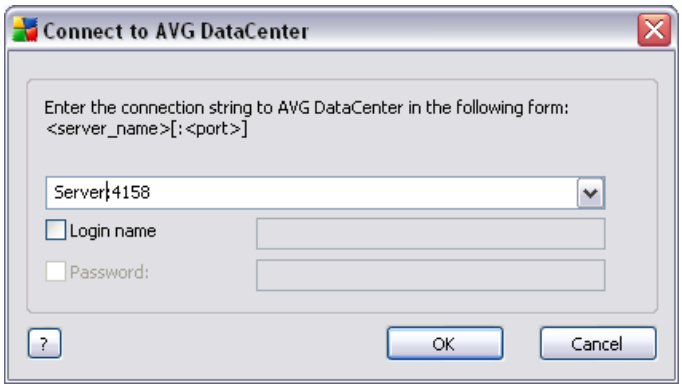
AVG Admin Console is an interface for administrating stations remotely. It helps the network administrator to maintain the AVG Stations' configuration, status, and to remotely call various operations on AVG stations. From this console, you can:

- **Monitor AVG component states on stations**
- **Define AVG station settings**
- **Review scan results and control virus infections**
- **Remotely launch scans or updates on AVG stations**
- **Distribute update files within the local network**
- **Access Virus Vault on AVG stations**
- **View Firewall log files**

To launch the **AVG Admin Console** navigate to the Windows start menu and select ***Start/All Programs/AVG 9.0 Remote Administration/AVG Admin Console***. Alternatively, you can go to your Program files folder (usually c:\Program Files), select folder *AVG\AVG9 Admin\Console* and double click *AVG9AdminConsole.exe*.

During startup, the **AVG Admin Console** automatically tries to connect to the last used **AVG DataCenter**. If the connection fails, or if you are launching **AVG Admin Console** for the first time, a dialog window will appear and you will be asked to specify the communication string for the **AVG DataCenter** connection. The communication string uses the same form as the **AVG station's** communication string – for details refer to chapter Configuration/Connection string.

Typically, if **AVG Admin Console** is installed on the same computer as the **DataCenter**, it is possible to use the following communication string: ***localhost:4158***.

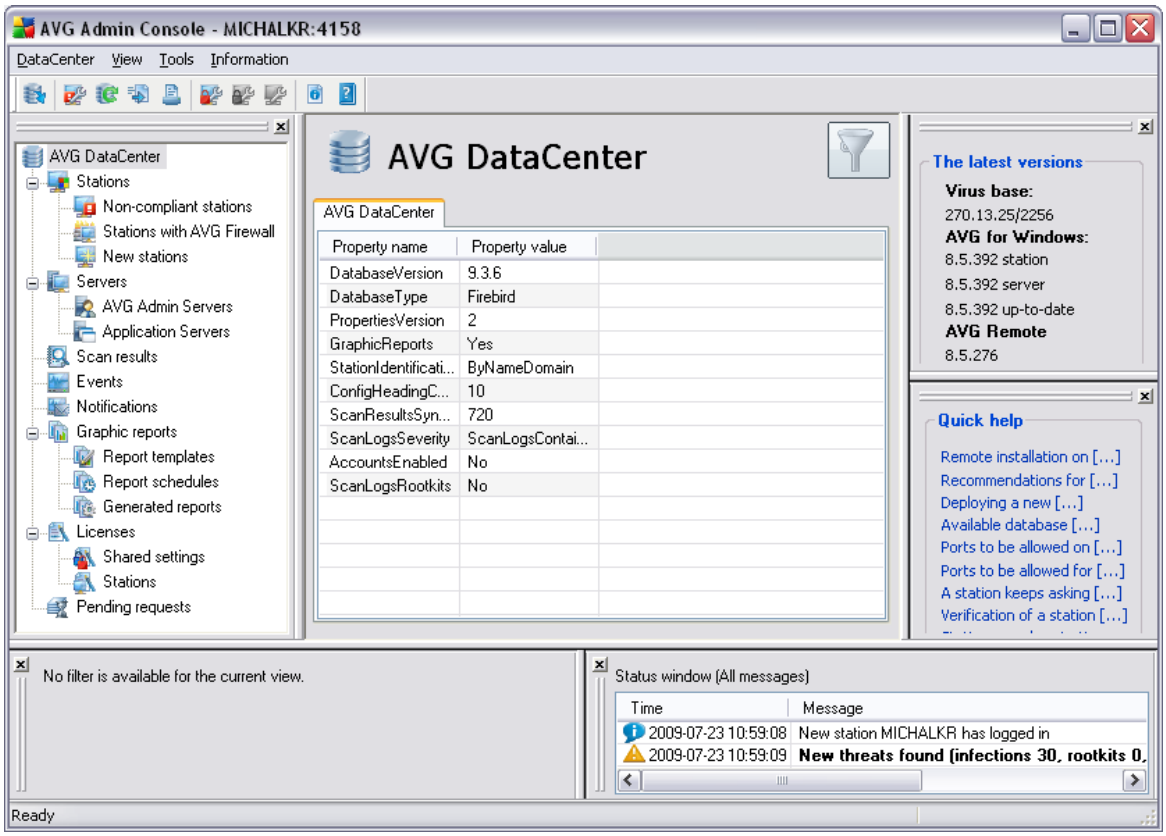


The general communication string structure is ***http://server_address:port***, where:

- ***server_address*** is the name/address of a server where the **AVG Admin Server** runs
- ***port*** is the **AVG Admin Server** port number. The default port value is 4158. If the **AVG Admin Server** uses this default number, it is not necessary to include the number into the communication string.

If the **DataCenter** is password protected, you must fill-in the ***Login name*** and ***Password*** into the appropriate fields. Without correct password and/or login name, you will not be able to start the AVG Admin Console.

6.2. AVG Admin Console Interface Overview



The **AVG Admin Console** interface is completely customizable allowing users to move or enable/disable individual panels according to their needs. Within the default view, all six panels are visible, in addition to a navigation toolbar and upper menu.

6.2.1. Upper Main Menu

The upper menu contains the following menu items:

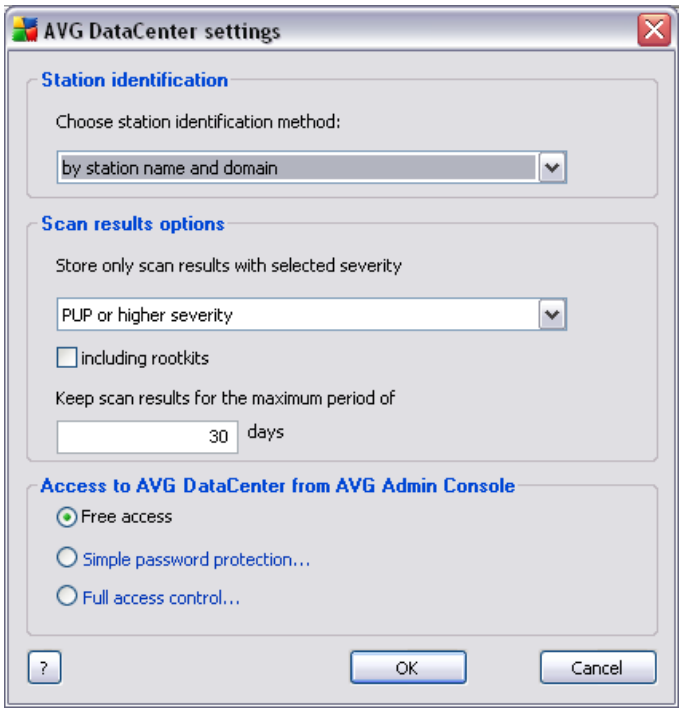
DataCenter menu

The **DataCenter** menu offers the following options:

- **Connect to AVG DataCenter...**

  Allows user to select a different **DataCenter**.

- **AVG DataCenter settings...**



The ***Station identification*** section contains a drop down menu, where you can select how you wish to display stations within the current view section.

The ***Scan results options*** section lets you to choose which scan results you prefer to store and according to which severity. Check the ***including rootkits*** checkbox in order to include also storing of scan results with rootkits.

Keep scan results for maximum period of - simply enter number of days you wish keeping the scan results from stations. The default value is 30 days.

In the next section choose, how you wish to secure your AVG DataCenter access:

Free access - default settings, that will allow anyone to access the AVG DataCenter (no password is needed).

Simple password protection - will open a new dialog, where you can choose a custom password (the same password must be entered into both fields for verification). The password will then be required during every connection to the AVG DataCenter.

Full access control - please see the ***How to manage access rights*** chapter for more information.

- ***Database export...*** - This dialog allows you to create a backup file (i.e. export the DataCenter contents to a file) and save it to a local folder on a computer, from which the AVG Admin Console is running.

- ***Exit*** - Quits **AVG Admin Console**.

View menu

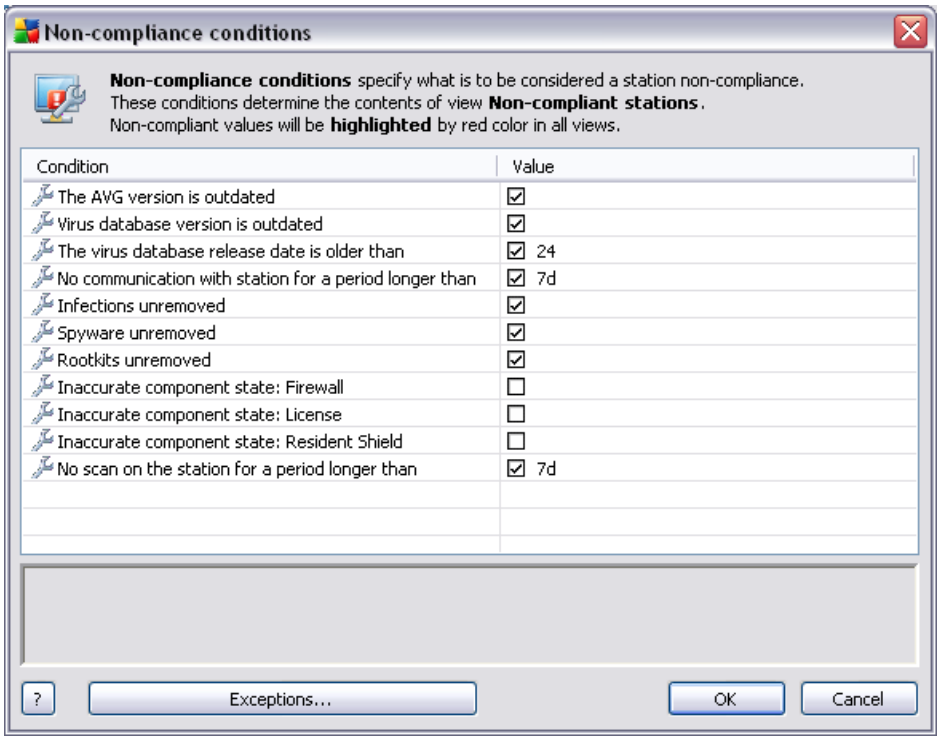
The ***View*** menu offers the following options:

- ***Panels***

  Here you can show or hide individual main interface panels (Toolbar, Navigation tree, Quick help etc.) simply by checking or unchecking them.

  To restore the original position of all panels, use the ***Default position of panels*** item. The panels will be restored after you restart the application.

- ***Non-compliance conditions...***

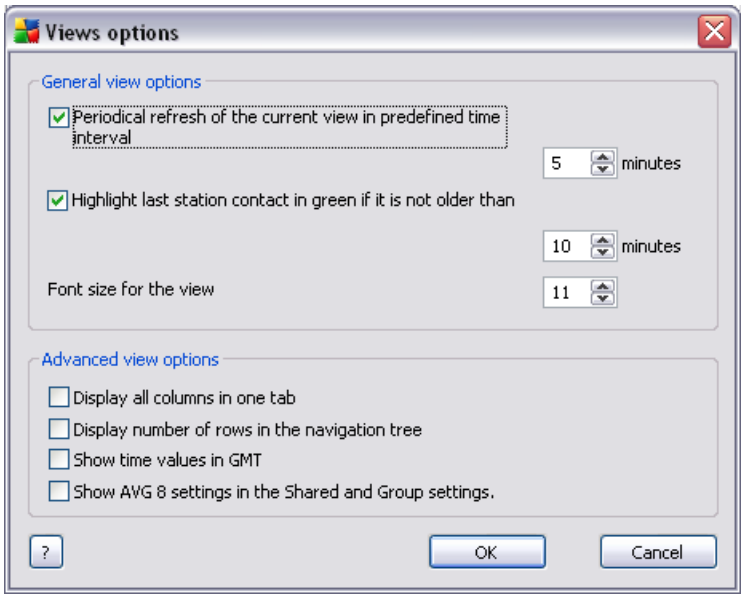

Non-compliance conditions
Non-compliance conditions specify what is to be considered a station non-compliance.
These conditions determine the contents of view Non-compliant stations.
Non-compliant values will be highlighted by red color in all views.
Condition
Value
The AVG version is outdated
Virus database version is outdated
The virus database release date is older than
24
No communication with station for a period longer than
7d
Infections unremoved
Spyware unremoved
Rootkits unremoved
Inaccurate component state: Firewall
Inaccurate component state: License
Inaccurate component state: Resident Shield
No scan on the station for a period longer than
7d
?
Exceptions...
OK
Cancel

  Here you can choose which conditions on a station are to be considered as non-compliant. According to your selection, the non-compliant stations will then be highlighted in red within all available views.

  Use the ***Exceptions...*** button to define groups excluded from the selected rules.

- ***Default column setting*** - use this option to revert the interface column settings into the original state.

- ***Options***


Views options
General view options
Periodical refresh of the current view in predefined time interval
5
minutes
Highlight last station contact in green if it is not older than
10
minutes
Font size for the view
11
Advanced view options
Display all columns in one tab
Display number of rows in the navigation tree
Show time values in GMT
Show AVG 8 settings in the Shared and Group settings.
?
OK
Cancel

In the ***General view options*** section choose the viewing preferences:

- ***Periodical refresh of the current view in predefined time interval*** - check the checkbox and choose a time value in minutes to enable automatic periodical refresh of the currently opened view.
- ***Highlight last station contact in green if it is not older than*** - check the checkbox and choose a time value in minutes to enable highlighting of the Last contact cell to see if the station communicates properly.
- ***Font size for the view*** - choose a required font size for the views (the default value is 11).

In the ***Advanced view options*** section choose the following:

- ***Display all columns in one tab*** - check this checkbox to group all columns into one tab (for easier access to all information).
- ***Display number of rows in the navigation tree*** - if enabled, every item in the navigation tree will contain a number in brackets reflecting the number of rows used.

  The numbers of rows can be updated either manually by selecting the menu item ***View/Refresh row count in the navigation tree*** or automatically every 5 minutes by default (this interval can be changed via ***View/Options/Periodical refresh of the current view in predefined time interval***).

  Please note: *The count of rows can be affected also by filtering options (if available and defined for the given view)!*

- **Show time values in GMT** - check the checkbox to convert all time values in all views to GMT (Greenwich Mean Time). Unchecking the checkbox returns the values back to your local time.

- **Show AVG 8.0 settings in the Shared and Group settings** - if checked, the shared settings for stations and settings for groups will display also AVG 8.0 settings (applicable if you still have AVG 8.0 stations in your network).

  Enabling this option will show also virus base and AVG 8.0 versions in the **Latest versions** panel (menu **View/Panels/The latest versions**).

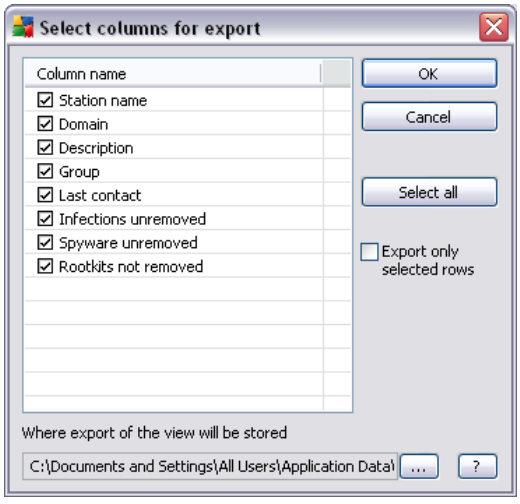
- **Refresh... -** refreshes all records displayed in the current view section (you can use F5 keyboard button to do so as well).

- **Refresh row count in the navigation tree** - updates the number of rows reflected in brackets within the navigation tree.

- **Export the current view contents...**

  Allows you to save the current view (for example list of stations) into a .csv (comma separated values) file, which can be easily imported for example into MS Excel or similar spreadsheet application.

  Note: *You can also quickly call this dialog by pressing CTRL+S.*



Use **Select all** button to mark all column names or select the requested ones manually. If you have selected only certain rows before entering this dialog and wish to export only those, you should check the **Export only selected rows** checkbox.

To change location of the output file or its name, use the button, which

triggers a standard ***Save as*** dialog.

Confirm your choices by pressing ***OK*** button.

- ***Print...*** - opens the standard windows print dialog allowing you to print the currently opened view.
- ***Find station*** - Use this function to quickly search for a station name (you can use also keyboard shortcut simply by holding down the CTRL and F keys at the same time to open this dialog). Then type in the station name or part of its name.
- ***Find next station*** - Use this to jump to the next search result (or use F3 keyboard button).

Tools menu

The ***Tools*** menu offers the following options:

- ***Shared settings for stations...*** - opens a dialog for editing the shared configuration for stations *(For detailed information on stations shared settings please refer to chapter Configuration/Shared Settings for Stations).*
- ***Shared Firewall settings for stations...*** - opens a dialog for editing the shared configuration for *Firewall (For detailed information on Firewall shared settings please refer to chapter Configuration/Shared Firewall Settings).*
- ***Shared settings for application servers...*** - opens a dialog for editing the shared configuration for stations with an application server installed *(For detailed information on these shared settings please refer to chapter Configuration/ Shared Settings for Application Servers).*
- ***Database maintenance...*** - displays a dialog where you can select scripts for maintaining the DataCenter database. See How to maintain the DataCenter database chapter for more information.
- ***AVG Admin Server settings...*** - opens a dialog for editing the AVG Admin Server settings *(For detailed information on AVG Admin Server settings please refer to chapter Configuration/AVG Admin Server Settings)*
- ***Install AVG on stations...*** - starts the AVG Network Installer Wizard, which will guide you through AVG installation on stations. More information on this topic can be found in chapter *AVG Network Installer)*

Information menu

The ***Information*** menu offers the following options:

- ***Help*** - opens the help file.

- ***What is new...*** - displays step-by-step summary of important news in the AVG Admin application.

- ***Check for updates...*** - **AVG Admin Console** automatically, during startup, checks if a newer version of **AVG Admin Console** is available. But you can also open this dialog and immediately see if a new version is available.

  You can also use the link in the dialog to directly download the latest installation package.

  To disable the startup checking feature, uncheck the ***Check for updates during startup*** checkbox.

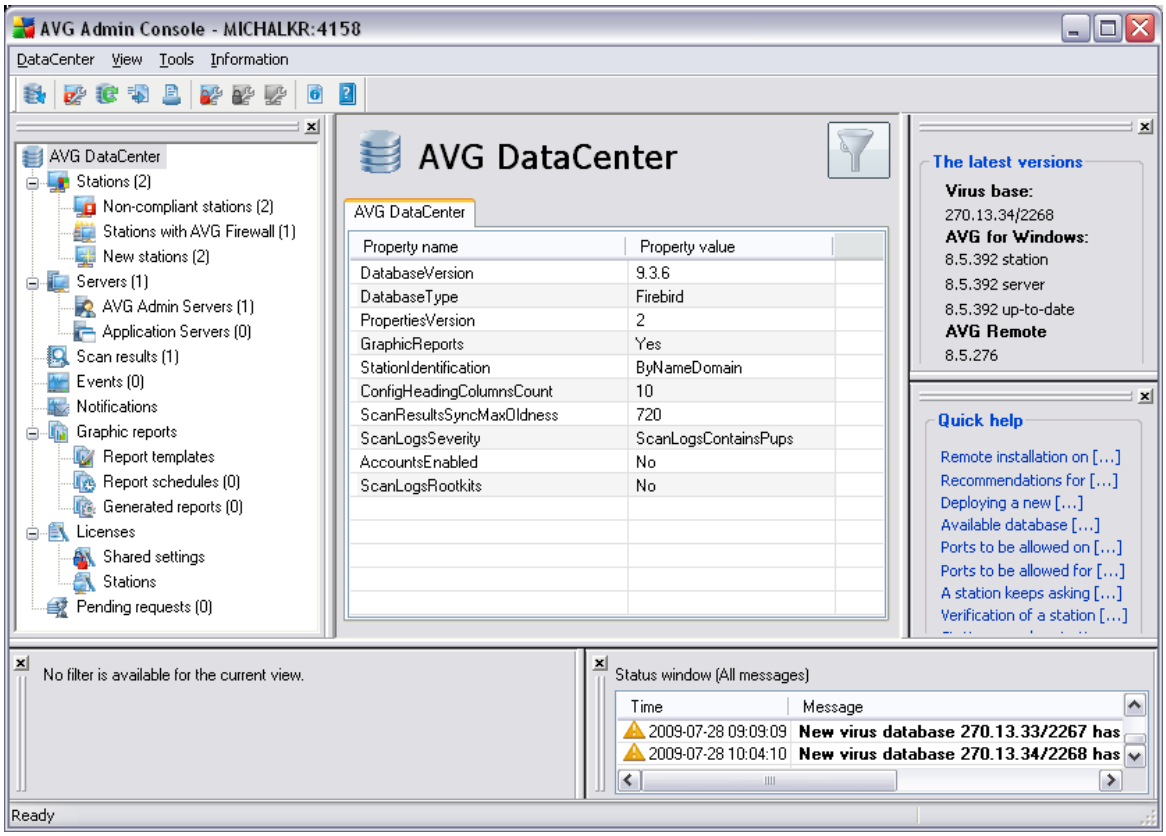
- ***Download latest documentation*** - opens your default Internet browser with the AVG website documentation download page.

- ***Download AVG Rescue CD*** - opens your default Internet browser with the AVG website Rescue CD download page. In order to download the product, you will need to insert your license number for AVG Rescue CD.

- ***About AVG Admin Console*** - displays the copyright information, and the application/database version number.

6.2.2. Navigation Tree

The **Navigation Tree** contains all groups arranged in a hierarchical manner. A group is a data structure review, e.g. a list of stations with their configuration, or scan results table, etc. The group content itself displays in the ***Current view***, in the central table.



Within the navigation tree, you will find the following sets:

- Stations
- Servers
- Scan results
- Events
- Notifications
- Graphic reports
- Licenses
- Pending requests

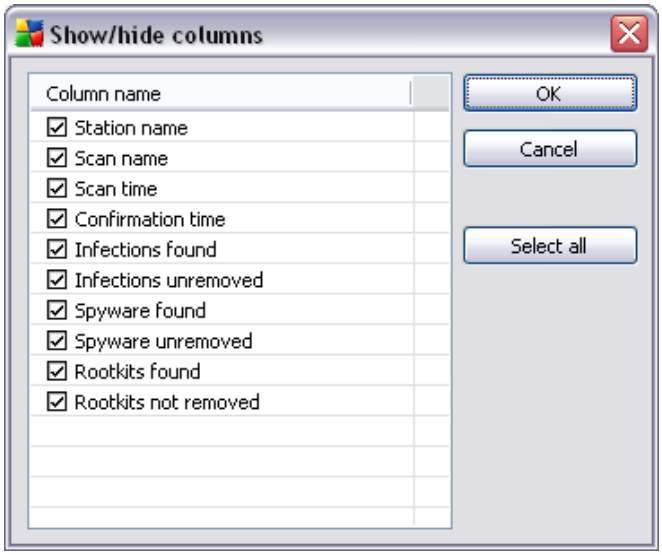
You can find descriptions of individual items in their respective chapters.

6.2.3. Records Section

Within the central table in the ***Current view*** section of the screen you can view data of the group selected in the navigation tree. Some sets may contain a considerable amount of data for a specific view (e.g. station/user information); that is why the relevant data is arranged into groups, and every group can be displayed when you select the corresponding tab.

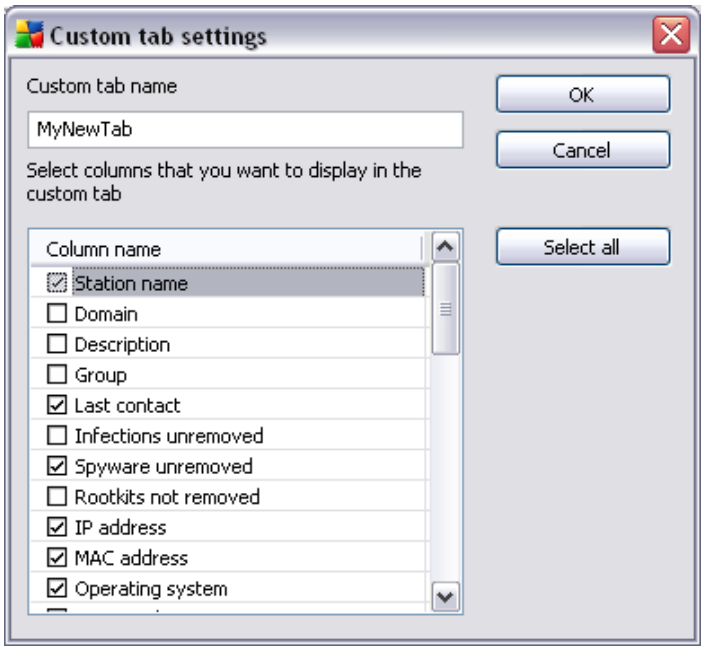
To select a record from the central table you need to perform a mouse click over the desired record. You can select more records at the same time: press the ***CTRL*** key (adding a new record to the current selection), or the ***SHIFT*** key (selecting all records between the first and the last highlighted record). Click the mouse right button over the selected record to open the ***Context menu***. It is possible to call various actions related to the current selection from the ***Context menu***.

To select only specific columns for displaying, right-click on any column. A ***Show/Hide columns*** dialog will appear:



Here you can check or uncheck columns you wish to keep visible or hidden. Use ***Select all*** button to keep all columns visible.

You can also add a custom tab with preferred columns to a chosen view. Simply right-click on any tab and select ***Add a custom tab*** from the context menu. A new dialog will appear:



Fill-in your custom tab name, then choose columns you wish to display within the tab and confirm your choice by pressing ***OK***. You can also use ***Select all*** button to choose all columns.

Once you create your custom tab, you can easily remove it by right-clicking on any tab and selecting ***Delete the custom tab***. To modify the existing tab, choose from the same menu ***Modify the custom tab***.

You can quickly search for a station name by holding down the CTRL and F keys at the same time. Then type in the station name or part of its name. You will experience the highlighted results just as you type.

Use F3 keyboard button to jump to the next search result.

6.2.4. Status Panel

In this part of the **AVG Admin Console** main window you can find various system notices and information on the application functionality, communication with ***AVG stations***, detected problems, positive scan results warnings, etc.

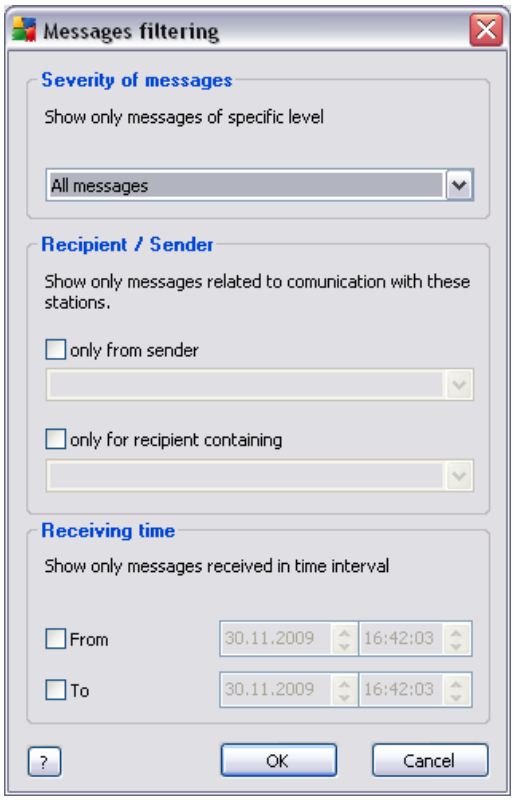
The ***Status Window*** panel is located by default in the bottom part of the screen. If the panel is not visible, you can activate it by clicking on ***Status window*** item in the ***View/Panels*** menu.

More information how status messages work can be found in the Requests handling and status messages chapter.

If you right-click to the Status window area, you will have several options available to

choose from:

- ***Show all*** - The status window will display all messages.
- ***Show errors and warnings*** - The status window will display only error and warning messages.
- ***Show errors*** - The status window will display only error messages.
- ***Enable messages filtering***



This option allows you to filter out messages according to more extensive parameters. From the drop down menu select what type of messages you wish to display.

In the ***Recipient/Sender*** section, there two checkboxes. Checking the upper one, ***only from sender***, gives you access to the context menu that allows you to select a unique sender, whose messages will be displayed in the Status window panel. After checking the lower one, ***only for recipient containing***, you can choose to show only messages considering one group of stations (select this particular group from the context menu).

Finally, in the ***Receiving time*** area you can check the ***From*** or ***To*** (or even both) checkboxes to set the time interval for messages to be displayed. No older

or newer messages will be shown then.

- ***Disable messages filtering*** - switches off the messages filtering.
- ***Save window content*** - allows you to save the window content to a text file at any time.

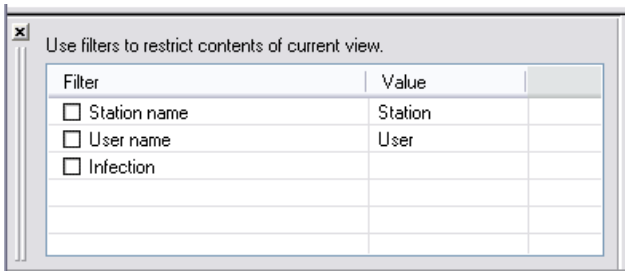
6.2.5. Quick Help Panel

The panel contains list of most common tasks or problems with their solutions. To open a topic simply click on its name. The solution will open in a new window.

The ***Quick help*** panel is located by default in the right part of the screen. If the panel is not visible, you can activate it by clicking on the ***Quick Help*** item in the ***View/ Panels*** menu.

6.2.6. Filter Panel

The ***Filter*** panel contains a list of filtering options available for the current view. The list will become active only if there are any filters available for the selected view.



Description of individual filters can be found in the tree items' respective chapters:

- Stations
- Servers (Application servers)
- Scan results
- Events
- Graphic reports
- Pending requests

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

6.2.7. The Latest Versions

In this part of the **AVG Admin Console** main window you can find information about the current version of the virus base and AVG.

The latest versions panel is located by default in the right of the screen. If the panel is not visible, you can activate it by clicking on ***The latest versions*** item in the ***View/Panels*** menu.

6.3. Synchronization Process

Stations managed by **AVG Remote Administration** periodically perform synchronization with the **AVG DataCenter**. The process includes synchronization of:

- Station settings
- Scan results
- Station components states

You may also need to review the Network Requirements chapter for more information on connection requirements needed for successful synchronization.

6.3.1. Station Settings Synchronization

During the synchronization of station settings:

- mandatory settings are transferred from the DataCenter to the station,
- non-mandatory settings are transferred from the Station to the DataCenter.

The synchronization is performed periodically. By default, the settings synchronization process is done every 60 minutes. To alter the synchronization period for all stations, follow these steps:

1. In the **AVG Admin Console** select ***Tools*** from the upper main menu and choose the ***Shared settings for stations*** item.
2. Select the ***Remote Administration*** node.
3. From the ***Synchronize configuration every*** drop down menu choose the required value. Close the dialog by clicking the ***OK*** button.
4. Wait until all stations get synchronized.

Alternatively, you can force immediate synchronization of all stations: In the navigation tree, right-click on the ***Stations*** node and select ***Synchronize settings*** from the context menu.

Note: *To change the setting only for stations in a group, simply repeat the process from step two after you right click on* ***Stations/YourGroupName*** *and select* ***Shared Settings for group*** *from the context menu.*

Additionally, the synchronization happens:

- every time the station powers on/goes online, its settings are synchronized at latest within the period,
- when the station connects to the **AVG DataCenter** the first time, its settings are synchronized immediately,
- when settings of a station or several stations are changed and confirmed from the AVG Admin Console.

It is also possible to request immediate settings synchronization from the **AVG Admin Console**. Simply right-click on a station's node in the navigation tree or on a particular station in a stations view and select ***Synchronize settings*** from the context menu.

6.3.2. Scan Results Synchronization

This synchronization process sends data from the station to the **AVG DataCenter**. It takes place:

- every time the station powers on/goes online (at the latest within 20 minutes),
- immediately after scan completion or after an infection is detected by the Resident Shield,
- immediately or latest within 20 minutes when there is a scan result modification done by a user on the station in the AVG User Interface (healing, moving to vault etc.).

It is also possible to request immediate scan results synchronization from the **AVG Admin Console**. Simply right-click on a station's node in the navigation tree or on a particular station in a stations view and select ***All Tasks/Ask for scan results*** from the context menu.

6.3.3. Station Components States Synchronization

This synchronization process sends data from the station to the **AVG DataCenter**. It takes place:

- every time the station powers on/goes online (immediately),
- every time a component state is changed (within 5 minutes).

It is also possible to request immediate synchronization from the **AVG Admin Console**.

Simply choose a station's node in the navigation tree, in a stations view right-click and from the context menu select ***All Tasks/Refresh components state*** from the context menu.

6.4. Stations

The ***Stations*** item allows you to view complex information about all stations currently managed by the AVG DataCenter. The record of a station is created once the station first logs in to the AVG DataCenter.

You are allowed (using the context menu over the table of groups of stations displayed in the view section) to create groups of stations, and to assign a single station into specific groups.

By default, the stations are divided into these groups:

- ***Non-Compliant stations*** - contains stations that are in an non-standard state (i.e. don't comply to predefined conditions)
- ***Stations with AVG Firewall*** - contains a list of stations that have the Firewall component installed.
- ***New Stations*** - contains only stations that have not been assigned to any administrator defined group yet.

More detailed information on each group can be found in the following chapters.

In the current view section you can then find information related to specific stations. Using the tabs, the information is divided into several categories:

- ***Stations tab***

  Contains general information about each station (name, domain, group, last contact, etc).

- ***Details tab***

  Displays additional information regarding the stations including IP address, MAC address, operating system, restart request etc.

- ***Versions tab***

  Displays information about versions of AVG, virus base, anti-spyware base or anti-spam base on each station.

- ***Component states tab***

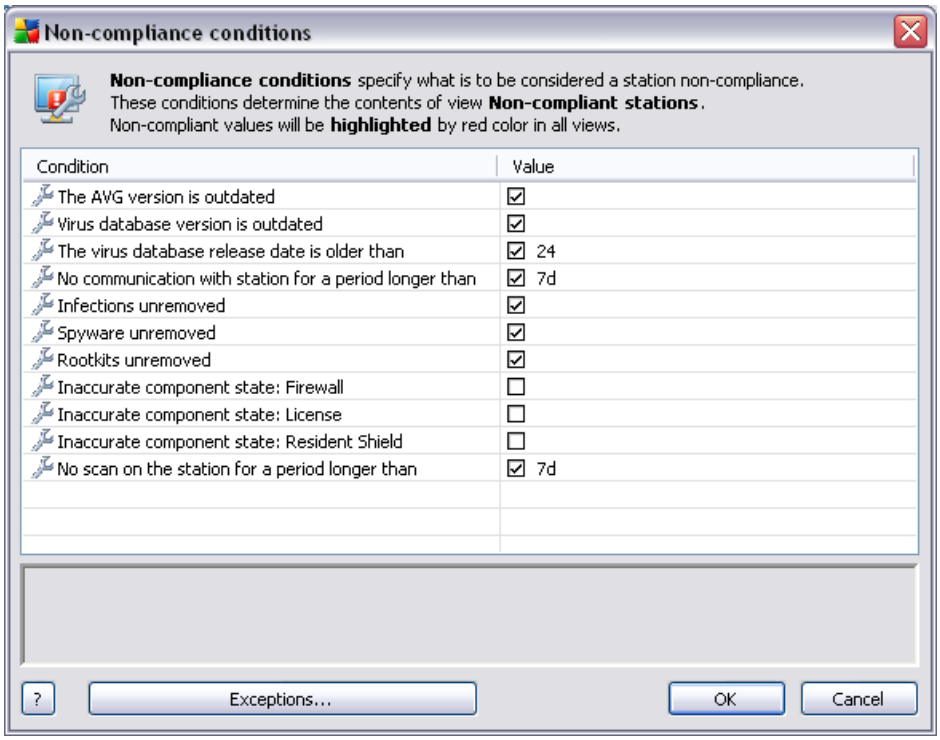
  Contains an overview of component states on each station.

More information on other options and settings can be found in the Configuration/AVG Admin Console chapter.

6.4.1. Non-Compliant Stations

The ***Non-compliance conditions*** dialog can be accessed from the application's upper menu by selecting the ***Non-compliance conditions...*** item in the ***View*** menu.

In this dialog, you can specify which conditions a station must fulfill in order to be considered as non-compliant.


Non-compliance conditions
Non-compliance conditions specify what is to be considered a station non-compliance.
These conditions determine the contents of view Non-compliant stations.
Non-compliant values will be highlighted by red color in all views.
Condition
Value
The AVG version is outdated
Virus database version is outdated
The virus database release date is older than
24
No communication with station for a period longer than
7d
Infections unremoved
Spyware unremoved
Rootkits unremoved
Inaccurate component state: Firewall
Inaccurate component state: License
Inaccurate component state: Resident Shield
No scan on the station for a period longer than
7d
?
Exceptions...
OK
Cancel

The conditions are as follows:

- ***The AVG version is outdated*** - a station will be considered as non-compliant if the AVG version on the station is not up to date.
- ***Virus database version is outdated*** - a station will be considered as non-compliant if the virus database is not up to date on the station.
- ***The virus database release date is older than*** - if used, stations with the virus database older than the entered interval will be highlighted.
- ***No communication with station for a period longer than*** - a station will be considered as non-compliant if there was no communication with the station for a period longer than a specific amount of days or hours (insert plain digital value for hours and a digital value with ***d*** for days - i.e. 7d for seven days).

- ***Infections unremoved*** - if checked, stations with unremoved infections will be highlighted.
- ***Spyware unremoved*** - if checked, stations with unremoved spyware will be highlighted.
- ***Rootkits unremoved*** - if checked, stations with unremoved rootkits will be highlighted.
- ***Inaccurate component state: Firewall*** - check this to highlight the stations with Firewall component in an inaccurate state.
- ***Inaccurate component state: License*** - check this to highlight the stations with License component in an inaccurate state.
- ***Inaccurate component state: Resident Shield*** - check this to highlight the stations with Resident Shield component in an inaccurate state.
- ***No scan on the station for a period longer than*** - check this to highlight stations that did not perform the whole computer scan or a scheduled scan for a long time. Can be specified in either hours or days.

The following button is available:

- ***Exceptions...*** - allows you to define groups excluded from the selected rules.

Confirm your choice by clicking the ***OK*** button or close it by pressing ***Cancel***.

6.4.2. Stations with AVG Firewall

The ***Stations with AVG Firewall*** group contains a list of all network stations with firewall enabled.

Double click your mouse or press the **Enter** key to open the Firewall configuration Dialog. Only certain settings are allowed to change because of safety precautions.

To review all settings and conditions in detail, see chapter Shared Firewall settings.

6.4.3. New Stations

Contains only stations that have not been assigned to any user-predefined group yet.

6.4.4. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Stations*** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Station description***

  Insert a custom station description, that you want to filter out.

- ***Station domain***

  Insert a custom station domain name, that you want to filter out.

- ***IP address of station***

  Insert a custom station IP address, that you want to filter out.

- ***Station operating system***

  Insert a custom operating system name or its part, that you want to filter out. For example to display only all stations with Windows XP installed, input the following string:

  XP

- ***Infected stations***

  Check this in order to filter out only infected stations.

- ***Stations are not connected after the remote installation***

  Check this to show only stations that failed to connect after the remote installation.

- ***Restart is needed***

  Check this to show only stations that require restart.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

Note: *All filters are case insensitive!*

6.5. Servers

The ***Servers*** item contains an overview of all deployed servers and stations with an AVG application server component installed.

6.5.1. AVG Admin servers

This item displays a list of AVG Admin servers installed. Double clicking on any server will open a configuration dialog for the given server and allow you to change configuration of the server.

More information on other options and settings can be found in the Configuration/AVG Admin Server Settings chapter.

6.5.2. Application Servers

This item displays a list of stations with an AVG application server installed.

In the current view section you can then find information related to specific stations. Using the tabs, the information is divided into several categories:

- ***Servers tab***

  Contains general information about each station (name, domain, group, last contact etc).

- ***Details tab***

  Displays additional information regarding the stations including IP address, MAC address, operating system, restart request etc.

- ***Versions tab***

  Displays information about versions of AVG, virus base and anti-spyware base on each station.

- ***Component states tab***

  Contains an overview of component states on each station.

More information on other general options and settings can be found in the ***Configuration/AVG Admin Console*** chapter.

If you right-click on the ***Application Servers*** item in the left tree, you can choose from the following options to be applied on application servers:

- ***Shared settings for application servers*** - will open shared advanced settings dialog for application servers.
- ***Access control for application servers***

  If you are using the Full access control feature (***DataCenter*** upper main menu of the AVG Admin Console, ***DataCenter settings*** menu item) and have at least one user account created, you can use this feature to set access rights to the selected group of stations (application servers in this case).

  Double-click on one of the account names to trigger a roll-down menu (or right-click on it to trigger the context menu with same contents). From there, you can choose the permission type:

  - ***Full access*** - the chosen user account will have the full access to the group.
  - ***Read only*** - the chosen user account will be only able to view the group.
  - ***No access*** - the chosen user account will have no access to the group at all.
- ***Synchronize settings*** - will ask all stations in the group for immediate synchronization of settings.
- ***Ask to perform program update*** - will ask all stations in the group to start the program update process.
- ***Ask to perform virus database update*** - will ask all stations in the group to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask all stations in the group to use previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to all stations to remove temporary update files.
- ***Ask for scan results*** - will ask all stations in the group for scan results.

If you right click on a station in the Application Servers view, you can choose from the following options:

- ***Delete station*** - will delete the station from the AVG DataCenter.
- ***Settings*** - will open the Station settings dialog.
- ***Firewall settings*** - will open the Firewall settings for station dialog.
- ***Synchronize settings*** - will ask for immediate synchronization of stations'

settings with the AVG DataCenter.

- ***Show logs of server plugin*** - displays logs of the selected server component. You can choose a custom date range. Use the ***Reload*** button to display the most current results.

- ***Show server plugin statistics*** - displays statistics of the selected server component. Use the ***Reload*** button to display the most current results, ***Reset statistics*** button to delete the current values and ***Show details*** button to view the logs.

- ***Reset server plugin statistics*** - use this option to immediately reset statistics of the selected server component.

- ***All tasks*** - for the description of all sub items please refer to the chapter ***Configuration/AVG Admin Console/Context menu***.

More information on options and settings of individual application servers can be found in the ***Configuration/Shared Settings for Application Servers*** chapter.

6.5.3. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Servers*** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Station description***

  Insert a custom station description, that you want to filter out.

- ***Station domain***

  Insert a custom station domain name, that you want to filter out.

- ***IP address of station***

  Insert a custom station IP address, that you want to filter out.

- ***Station operating system***

  Insert a custom operating system name or its part, that you want to filter out. For example to display only all stations with Windows Server 2003 installed, input the following string:

  Server 2003

- ***Infected stations***

  Check this in order to filter out only infected stations.

- ***Stations are not connected after the remote installation***

  Check this to show only stations that failed to connect after the remote installation.

- ***Restart is needed***

  Check this to show only stations that require restart.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

Note: *All filters are case insensitive!*

6.6. Scan results

This item offers an overview of all scan results (including results from the Resident shield or Online Shield) on stations together with detailed information related to specific scans. The scan results are by default regularly retrieved from the station, but if you require, you can request them manually:

- ***for individual stations*** - by right-clicking on a station name in the Stations/ group view and selecting the ***All Tasks/Ask for scan results*** item.

- ***for all stations in a group*** - by right-clicking on the group name and selecting the ***Ask for scan results*** item.

- ***for all stations*** - by right-clicking on the ***Stations*** item in the main tree and choosing the ***Ask for scan results*** item.

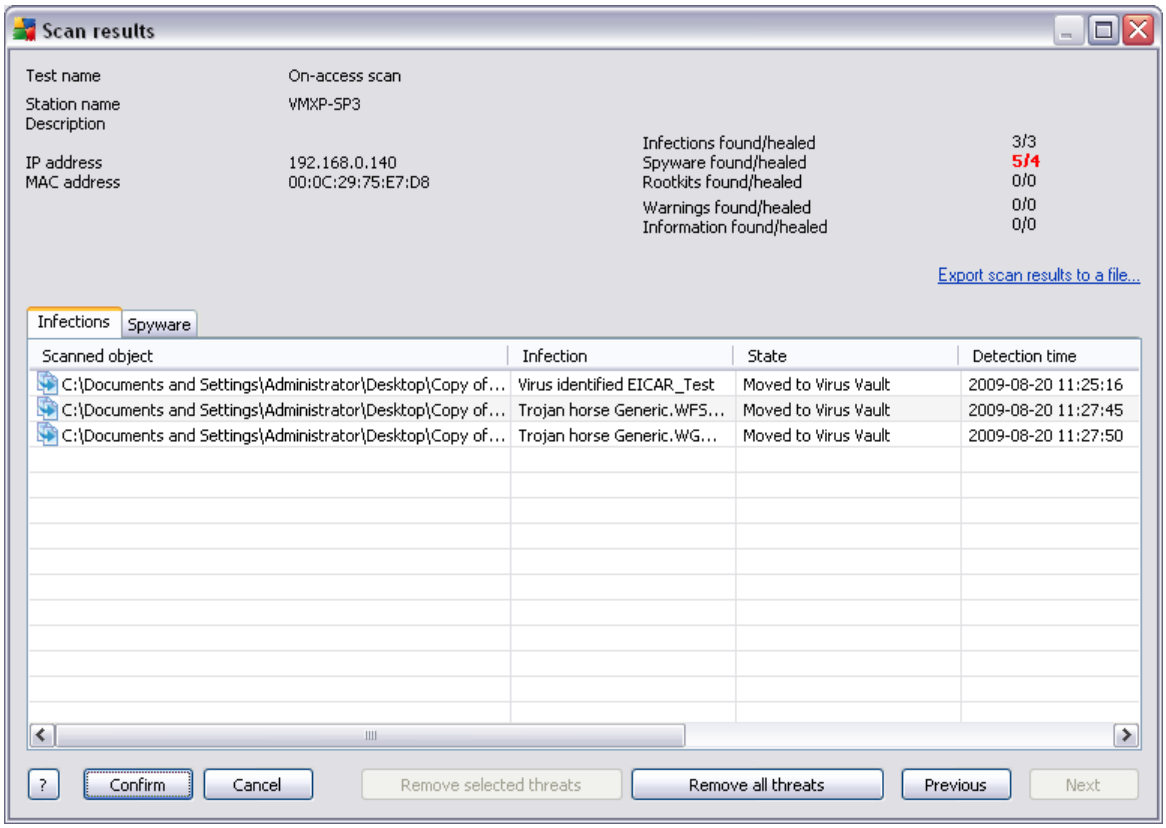
The right-click context menu contains the following options:

- ***Delete scan results*** - will delete the chosen scan results.

- ***Confirm scan results*** - will mark the selected scan results as confirmed. *Confirmation time* column will then contain date and time of the confirmation. Also, you will not find the number of infections from the accepted scan result within the other reports.

- ***Update scan results*** - will synchronize all selected scan results again.

Additionally, to view specific scan results, simply double-click the requested line or from the right-click context menu select ***Scan result details*** option. A new window will appear.



Depending on the viruses found, more tabs may be displayed. Each tab contains a list of findings (i.e. Infections, Spyware etc.). On each tab, the following options are available:

- ***Confirm*** - this button will mark the test result as confirmed and you will not find the number of infections from the accepted test within the other reports.

- ***Cancel*** - closes the window.

- ***Remove selected threats*** - removes only the selected threats.

- ***Remove all threats*** - removes all threats in the list.

- ***Previous*** - shows the previous scan result in the Scan results view, if available.
- ***Next*** - shows the next scan result in the Scan results view, if available.
- ***Export scan results to a file*** - click this hyperlink to save the listed scan results to a text file (.csv).

Right-clicking on a finding in the list will allow you to choose from the following actions (availability of the actions depends on file/infection type):

- ***Heal*** – will ask the station to try healing the selected finding(s).
- ***Delete*** - will ask the station to delete the selected finding(s).
- ***Move to Vault*** - will ask the station to remove the selected finding(s) to the station's Virus Vault.
- ***Add as exception*** - will ask the station to create an exception for the selected finding(s). AVG will then ignore the file and will not report it anymore.

If the station is active, the requested operation(s) will be done immediately after the request. If the station is not currently active (i.e. is not connected to the AVG Datacenter), all pending operations will be processed next time the station connects.

Once you request an action, then if the AVG station is active, it will try to find the requested test result and process all selected infections.

One of the action result states, listed below, will be displayed in the State column. The states are as follows:

- ***Healed*** - the file was cleaned.
- ***Infected*** - the file is infected.
- ***Moved to Virus Vault*** – the file was moved to the Virus vault on the station.
- ***Restored from Vault*** - the file was restored from the Virus Vault.
- ***Deleted*** - the infection was deleted.
- ***Added as exception*** – the infection was added to the list of exceptions (will no longer be considered as a threat).
- ***Potentially dangerous object*** - the file is potentially dangerous.

6.6.1. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Scan results*** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Station description***

  Insert a custom station description, that you want to filter out.

- ***Scan name***

  Insert a custom scan name, that you want to filter out.

- ***User name***

  Insert a custom username, that you want to filter out.

- ***Severity***

  Choose a preferred severity level from the drop down menu.

- ***Unconfirmed***

  This filter will display only unconfirmed scan results.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

Note: *All filters are case insensitive!*

6.7. Events

The ***Events*** item allows you to view individual events sent to AVG DataCenter as defined in the Alert Manager (see Configuration/Alert Manager Settings for more information). Each line represents one event and can be sorted by Severity, Event type, Station name etc. by simply clicking a column name. To review an event details, double click its line.

Available right-click context menu options are as follows:

- ***Event details*** - displays details of the event.
- ***Mark as read*** - marks the event as read.
- ***Delete selected events*** - removes chosen events.

6.7.1. Filtering

You can apply various listing filters to the current view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for ***Events*** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Severity***

  Insert a severity value, that you want to filter out.

- ***Event type***

  Insert event type value, that you want to filter out.

- ***Station name***

  Insert a custom station name, that you want to filter out.

- ***Username***

  Insert a custom username, that you want to filter out.

- ***From***

  Insert a custom date and time value, that you want to filter out.

- ***To***

  Insert a custom date and time value, that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

Note: *All filters are case insensitive!*

6.8. Notifications

The ***Notifications*** item allows you to select from predefined notification actions. These notifications once set can inform an administrator via e-mail about different events within the AVG Admin Console.

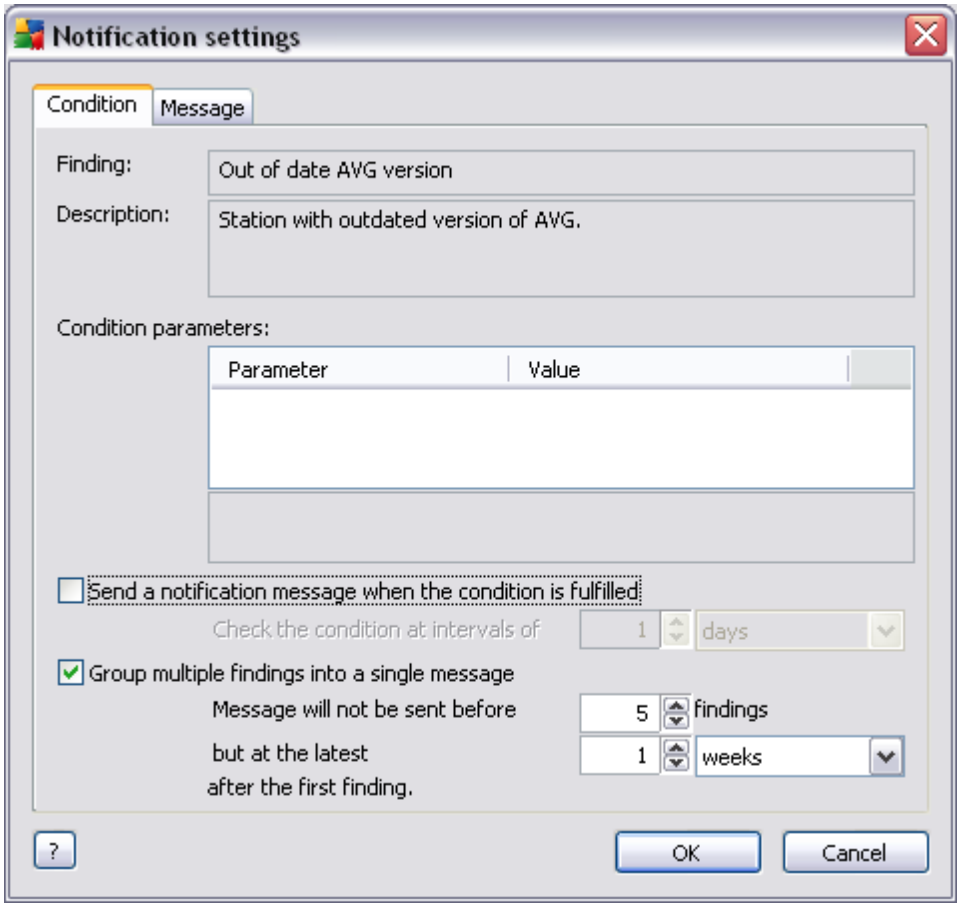
Note: *Proper dispatch of e-mail notifications requires correct SMTP server definition on the Configuration / AVG Admin Server Settings / E-Mail tab.*

To activate a notification you need to right click on its line and from the context menu select ***Active***.

Double-clicking a line (i.e. specific notification) will open Notification settings dialog, that allows further customization (see the chapters below).

6.8.1. Condition Tab

On this tab you can customize under which conditions the notification should be sent.



Check the ***Send a notification message when the condition is fulfilled*** checkbox to receive an e-mail once the above mentioned parameters or the condition generally is met.

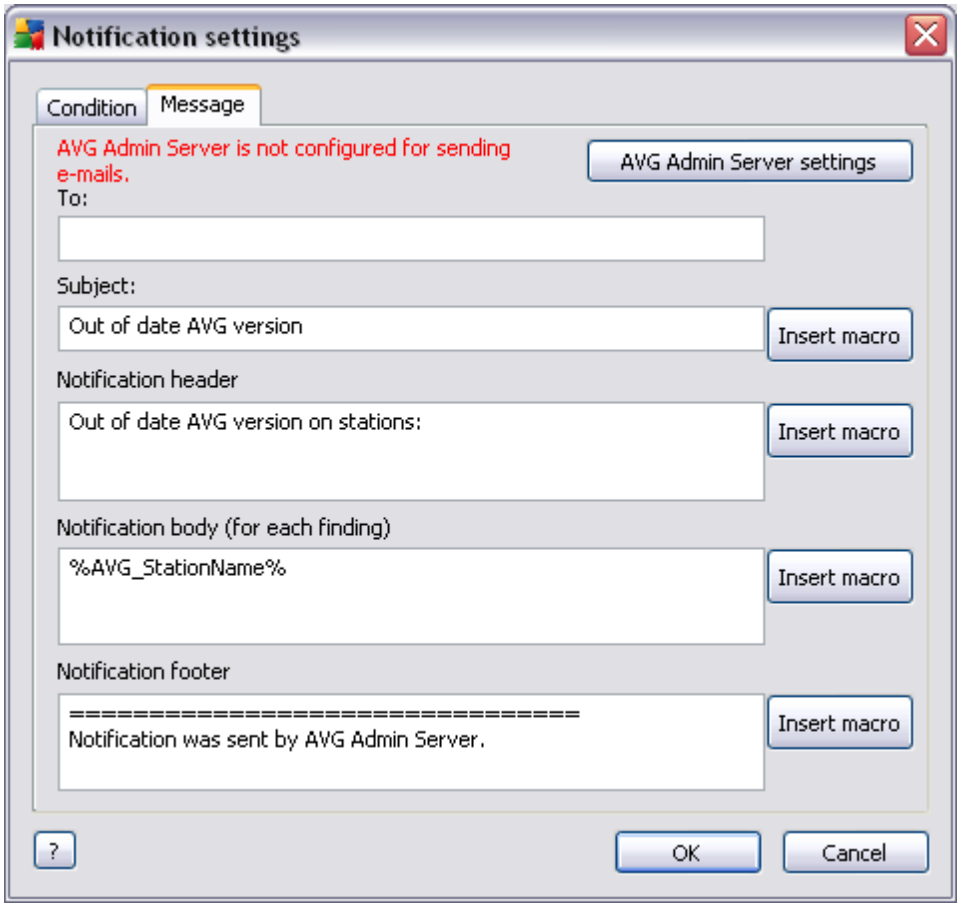
You can also select a period in which the condition should be checked.

Check the ***Group multiple findings into a single message*** checkbox, if you want to customize number of event occurrences that must occur before the notification message will be sent.

Certain notifications have also some ***Condition parameters*** available, which can be changed by double-clicking the appropriate line and inserting the requested value.

6.8.2. Message Tab

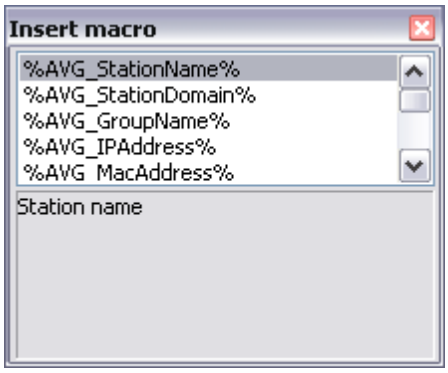
On this tab you can customize the notification message itself.



The available fields are as follows:

- ***To*** - insert a message recipient address (in the form *example@somedomain.com*).
- ***Subject***
- ***Notification header***
- ***Notification body***
- ***Notification footer***

Into these fields you can insert either custom text to be displayed within the message, or use a macro to insert a variable. To use a variable (macro), simply click ***Insert macro*** button located next to each message part.



The variable will be converted to a real value once the message is sent from the AVG DataCenter. The possible variables (macros) are as follows:

- ***%AVG_StationName%*** - name of the station.
- ***%AVG_StationDomain%*** - The domain name in which the station exists (if applicable).
- ***%AVG_GroupName%*** - the group name, in which the station is located.
- ***%AVG_IPAddress%*** - the station IP address.
- ***%AVG_MacAddress%*** - the MAC address of the station.
- ***%AVG_LastCall%*** - last time the station contacted the AVG DataCenter.
- ***%AVG_WinVersion%*** - the version of MS Windows.
- ***%AVG_AvgVersion%*** - the AVG version on the station.
- ***%Antivirus_Version%*** - the version of the antivirus database.
- ***%AVG_StationDesc%*** - the description of the station.
    - ***%AVG_Installtime%*** - installation time.
- ***%AVG_Infected%*** - number of unremoved infections.
- ***%AVG_ScanStarted%*** - start of a scan.

6.9. Graphic Reports

Note: *As Graphic reports are generated by the* ***AVG Admin Server****, report generation will only work if installed on a computer where* ***AVG Admin Server*** is also installed.

The Graphic reports allow users to quickly and easily generate well arranged reports. Reports may show various summaries and statistics. Graphical reports are accessible

from the main AVG Admin Console navigation tree.

The reports are always generated in the language that has been chosen during installation of the AVG Admin Server.

Note: *Generated reports are physically saved to a temporary location on your hard drive, under the AVG9 data folder (e.g. C:\Documents and Settings\All Users\Application data\avg9\Admin Server Data\Reports). Each generated report will consume some hard drive capacity (from 0,1 to 0,5 MB approximately, but can be even more, if you have lots of stations). Therefore if you suffer from insufficient disk space, we recommend creating only a reasonable amount of reports or deleting the old ones accordingly.*

During ***Export/Import*** (available through ***DataCenter/Database Export***) of the AVG Admin Console data, only Report schedules and generated reports will be processed. Report templates will not be exported or imported.

Once you import your former exported data, Graphic reports will not be available until you restart the AVG Admin Server!

6.9.1. Report Templates

There are some predefined templates that can be quickly used for report generation. Some templates allow you to set additional parameters for more precise reports.

To create a report directly from this menu, right-click on the report you want to generate and select the ***Generate report from template*** menu item. If you prefer only to display a preview of the report layout, select ***Template preview***.

- ***All stations*** - shows all stations registered in the AVG Admin Console

  Available parameters:

  - Minimum count of infected objects - type in the minimum count of infected objects on station. 0 = disable this parameter.
  - ***IP address starts with*** - specify the beginning part of the IP address.
  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).

- ***Stations by AVG Version*** - shows all stations sorted by AVG version.

  Available parameters:

  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).

- ***Stations not communicating longer than N days***

Available parameters:

- ***Number of days*** - choose the number of days for which the stations were not communicating.
- ***Type of Chart*** - choose the requested chart type (default selection is pie chart).

- ***Most infected stations*** - shows top infected stations.

  Available parameters:

  - ***Stations count in report*** - limit the number of stations in the report. 0 = unlimited.
  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).

- ***Most viruses*** - This report shows the top viruses of all stations.

  Available parameters:

  - ***Viruses count in report*** - limit the number of viruses in the report. 0 = unlimited.
  - ***Time interval*** - specify the time interval for selecting data (last day, last week, last month, last year, unlimited).
  - ***Type of Chart*** - choose the requested chart type (default selection is pie chart).

- ***Virus scan report*** - This report shows the status of viruses.

  Available parameter:

  - ***Time interval*** - specify the time interval for selecting data (last day, last week, last month, last year, unlimited).

- ***Viruses on stations*** - This report shows the viruses on stations.

  Available parameters:

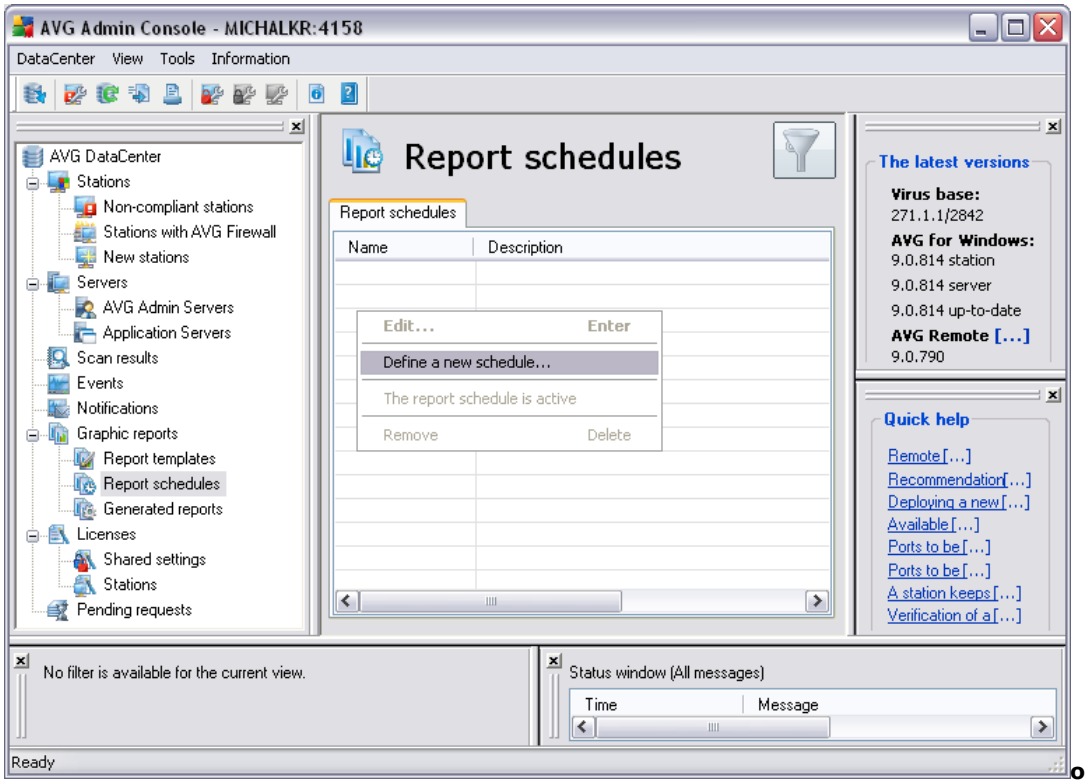
  - ***Time interval*** - specify the time interval for selecting data (last day, last week, last month, last year, unlimited).

6.9.2. Report Schedules

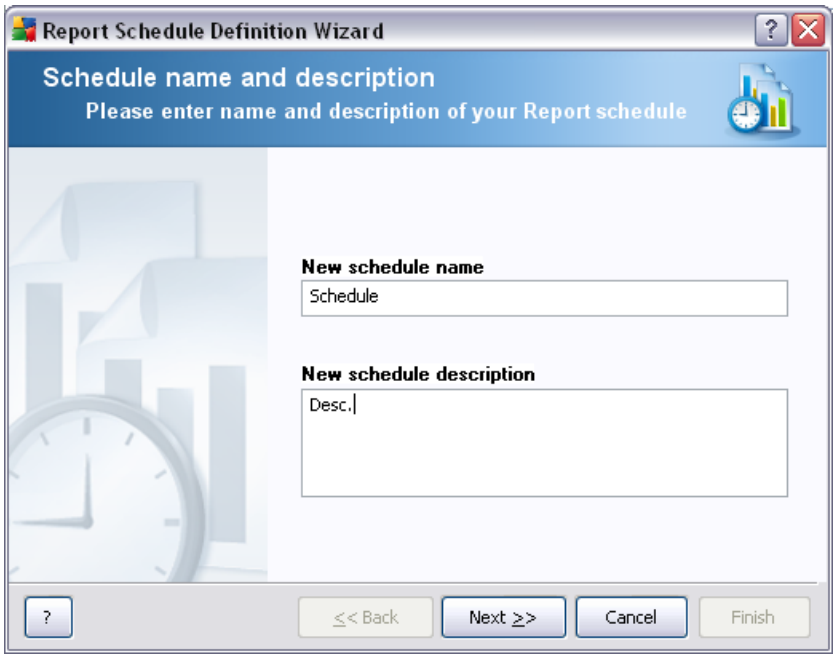
In this group, you can create, edit and view graphic report schedules. Actions applicable on individual or multiple reports are available through the right-click context menu:

- ***Edit*** - opens an edit dialog for the selected schedule.
- ***Define a new schedule*** - will start the wizard for creating a new report schedule.
- ***The Report Schedule is active*** - use this function to activate or disable selected report(s).
- ***Remove*** - removes selected reports from AVG DataCenter.

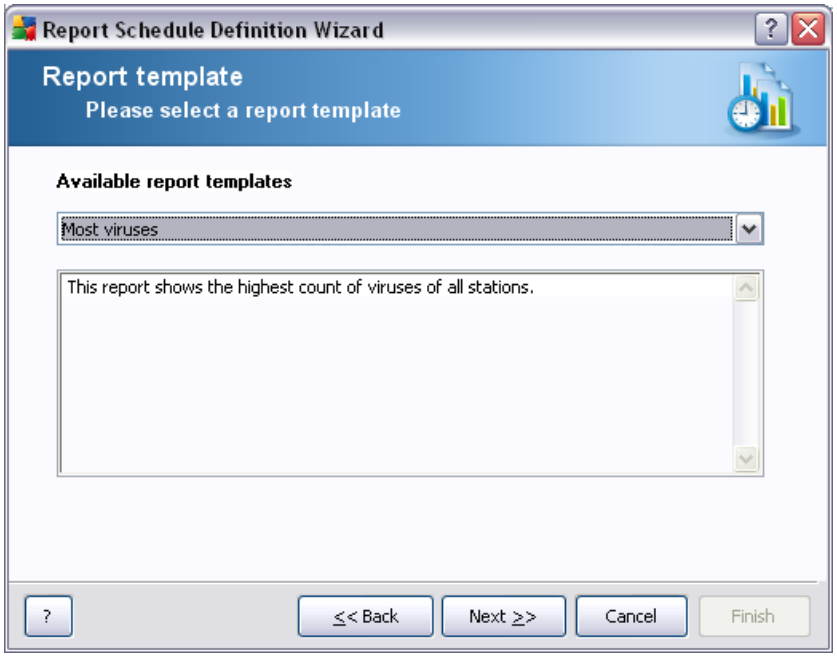
By default, there are no schedules available. To prepare a new scheduled report, right-click in the Report schedules area and select the ***Define a new schedule*** item from the menu.



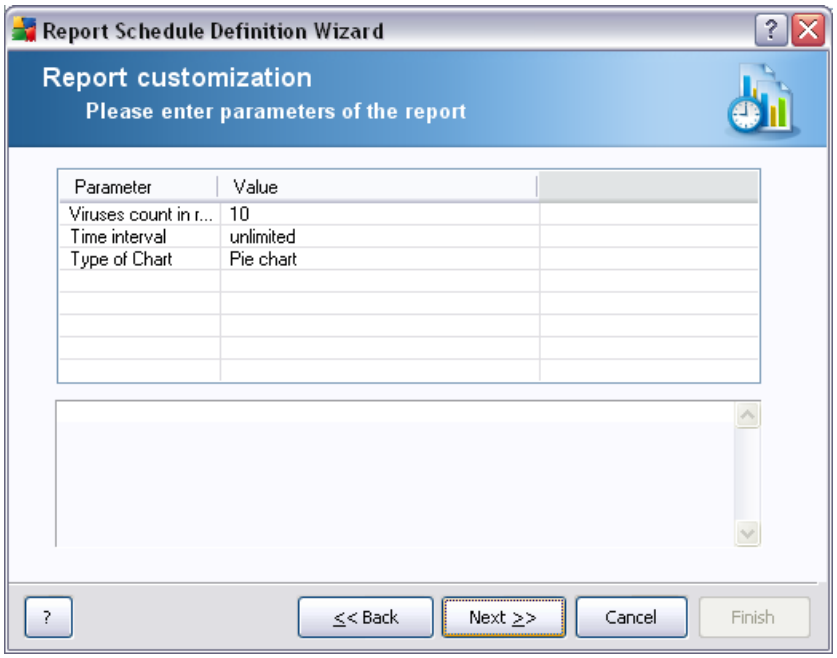
A new dialog will come up:



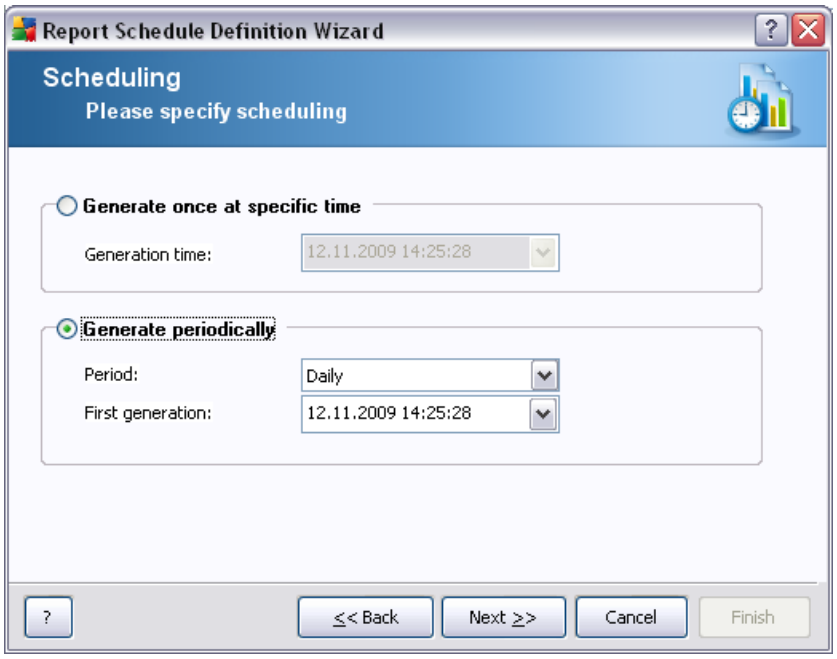
Fill in the Name and Description. Proceed to the next dialog by pressing the Next button.



From the rollover menu select which template you want to use for your scheduled report.



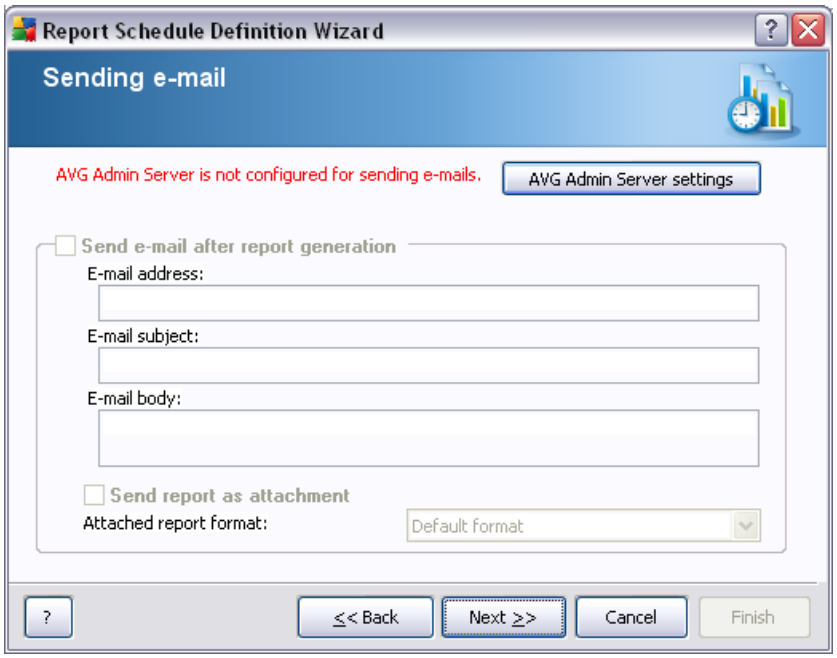
If there are additional parameters available for the selected report, fill in the requested values, or leave the default values. For more information on templates, see the Report templates section above. Once ready, press the ***Next*** button.



In this dialog, choose whether you want to generate the report only once in the selected time, or to generate the report periodically:

- ***Generate once at a specific time*** - choose the exact time and date of generation.
- ***Generate periodically*** - Choose a ***Period*** (daily, weekly, monthly) of generation and ***First generation*** time and date.

Press ***Next*** button to proceed to the following part:



If you want to send the report or notification by e-mail when it is generated, enable the ***Send e-mail after report generation*** checkbox.

In order to be able to use the e-mail feature, you must first configure the SMTP settings in the AVG Admin Server (E-mail tab).

Click on the ***AVG Admin Server settings*** to configure the SMTP/E-mail settings now.

Note: To learn more about configuring the AVG Admin Server settings for sending E-mail, see the E-mail tab topic in the Configuration/AVG Admin Server Settings chapter.

If you have already previously configured the E-mail tab in the AVG Admin Server configuration, you should see predefined values already in the correct fields. If not, please check the AVG Admin Server settings or fill in your custom values.

If you want to receive reports directly as an attachment, enable the ***Send report as attachment*** checkbox and from the rollover menu select, which format you prefer for delivery of your report(s).

If you do not select to receive the report as an attachment, you will only receive a

notification e-mail and will have to review the report manually within the AVG Admin Console.

Once ready, proceed to the final screen by pressing the ***Next*** button.

In the next screen check, if all settings are correct and finalize the process by pressing the ***Finish*** button.

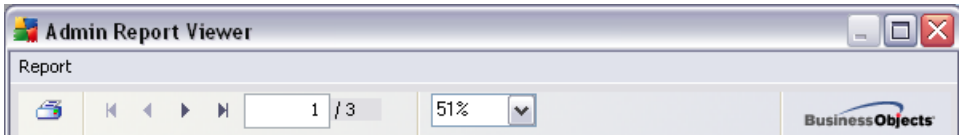
6.9.3. Generated Reports

This group contains a list of all currently generated reports.

To open a report, right-click on the chosen line and from the context menu select the ***Show*** item.

To delete a report right-click on the chosen line and from the context menu select the ***Remove*** item.

Once you have opened one of your generated reports, you can then also print or save it.



The report contains more than one page. To navigate through pages, use the left and right buttons at the top of the screen.

By clicking the printer icon located in the top-left corner, you will open the standard Windows print dialog, where you can choose to print the report on a printer(s) or produce a PDF file (if available).

If you prefer to export the report to a file, use the ***Report/Save*** menu item. The confirmation dialog will appear where you can choose which output format you prefer (Adobe Acrobat PDF, HTML 4.0, MS Excel 97-2000 - xls).

6.9.4. Filtering

You can apply various listing filters to the ***Generated reports*** view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for the ***Generated reports*** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Report template***

  From the roll down menu choose a report template name, that you want to filter out.

- ***Schedule name***

  Insert a custom report schedule name, that you want to filter out.

- ***From***

  Insert a custom date and time value, that you want to filter out.

- ***To***

  Insert a custom date and time value, that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

Note: *All filters are case insensitive!*

6.10. Licenses

This item offers an overview of all license numbers used. It allows you to easily monitor all existing license numbers, and add or update license number for individual or multiple stations.

6.10.1. Shared Settings

In the view, you will see the list of all groups (including the custom ones). You have the following options available from the right-click context menu applicable for each group:

- ***Mandatory*** - will mark the usage of the given license number as mandatory for the selected group, which means, that all stations in this group will use it.

- ***Change license number*** - will open a new dialog allowing you to insert a different license number.

Once changed, the license number will apply for all stations in the given group.

Note: *The new license number(s) will be deployed to individual stations once the synchronization process takes place. More information about the synchronization*

process can be found in the Synchronization process chapter.

6.10.2. Stations

In the view, you will see the list of all stations. You have the following options available from the right-click context menu applicable for each station:

- ***Mandatory*** - will mark the usage of the given license number as mandatory for the selected station.

- ***Change license number*** - will open a new dialog allowing you to insert a different license number.

Once changed, the license number will apply for all stations in the given group.

Note: *The new license number(s) will be deployed to individual stations once the synchronization process takes place. More information about the synchronization process can be found in the Synchronization process chapter.*

6.11. Pending Requests

This item allows you view all currently pending requests sent from the AVG Admin Console. You can also delete them by right-clicking on them and selecting ***Delete selected requests*** from the context menu.

6.11.1. Filtering

You can apply various listing filters to the ***Pending requests*** view. The filters are available by default from the bottom left ***Filter panel***.

The ***Filter*** panel is located by default in the bottom left part of the screen. If the panel is not visible, you can activate it by clicking on the ***Filter window*** item in the ***View/Panels*** menu.

Within the text filters you can use simple wildcard asterisk character (*). The wildcard character substitutes for any character or a string. For example *Stat** string applied within the ***Station name*** filter will display also *Station01, Station02* etc.

The filtering options for the ***Pending requests*** are as follows:

Note: *To use a filter, simply tick the checkbox next to its name and double click the line to insert a value. The results will be displayed immediately.*

- ***Request type***

  Double-click the field to open drop-down menu with list of request types and choose the one you wish to filter out.

- ***Station name***

Double-click the field to insert a custom station name to be filtered out.

- ***From***

  Insert a custom date and time value, that you want to filter out.

- ***To***

  Insert a custom date and time value, that you want to filter out.

To disable a filter, simply uncheck the checkbox next to its name or right-click in the filters window and from the context menu select ***Switch off all filters***.

Note: *All filters are case insensitive!*

7. AVG Admin Server

AVG Admin Server is used to secure communication between the AVG stations and the AVG DataCenter on the server. Through the AVG Admin Server the AVG stations connect to the AVG DataCenter using the TCP protocol (or the HTTP protocol, to be exact) that is a part of each Windows operating system installation. Therefore, the AVG stations do not need any other third party component to be able to connect to the remote administration system.

The **AVG Admin Server** can serve as a proxy server for downloading and distributing updates to your stations within the local network (by deploying the UpdateProxy role).

It basically works as a simple web server offering the update files to AVG stations. The update files are downloaded from the AVG central update servers just once, which significantly decreases the internet connection link load, especially in larger networks.

The AVG Admin Server is started automatically after deployment. If not, you can start it manually from the Windows start menu ***All programs/AVG 9.0 Remote Administration*** by selecting ***AVG Admin Server Monitor***, button ***Start server***.

More information about the configuration of AVG Admin Server is available in the ***Configuration/AVG Admin Server Settings*** chapter.

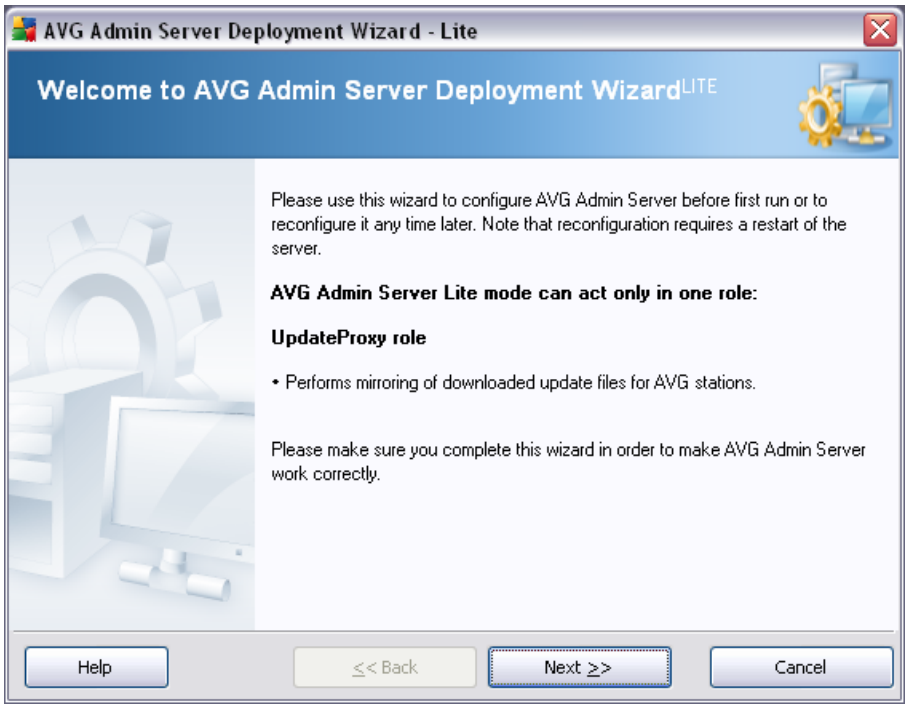
8. AVG Admin Lite

AVG Admin Lite is a simplified version of AVG Remote Installation. It contains only the AVG Admin Server Deployment Wizard Lite and the AVG Network Installer Wizard Lite. No management console is available (such as AVG Admin Console), or any advanced options.

- ***AVG Admin Server Deployment Wizard Lite*** - only allows deployment of the UpdateProxy role.
- ***AVG Network Installer Wizard Lite*** - only allows AVG Installation Script creation.

In order to install and use only the AVG Admin Lite features, you must have chosen the ***Lite Installation*** option during the AVG Internet Security Business Edition installation process (For more information see chapter Installation type).

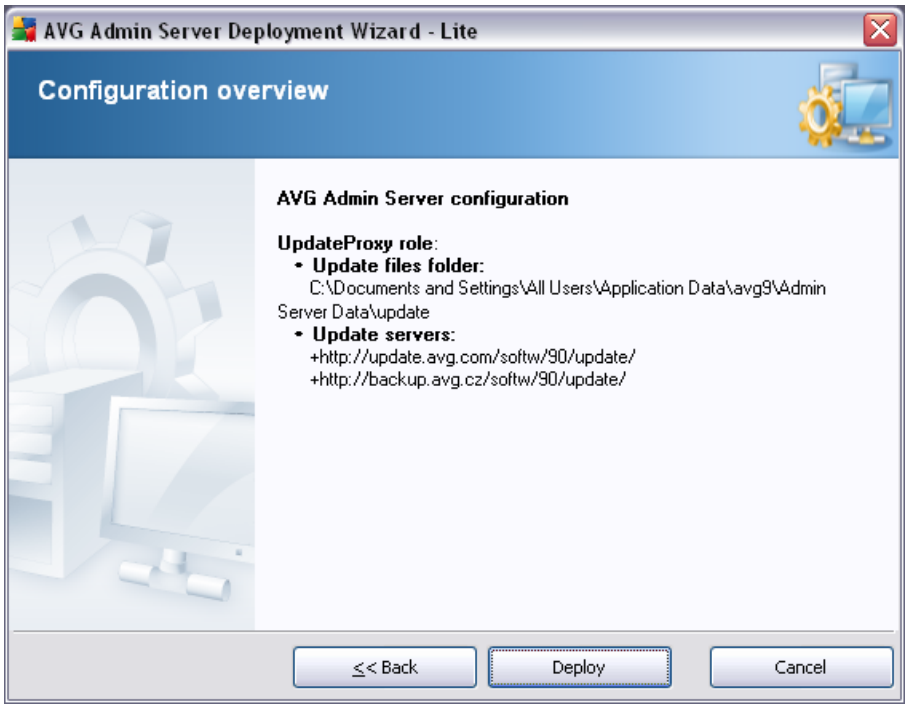
8.1. AVG Admin Deployment Wizard Lite


AVG Admin Server Deployment Wizard - Lite
Welcome to AVG Admin Server Deployment WizardLITE
Please use this wizard to configure AVG Admin Server before first run or to reconfigure it any time later. Note that reconfiguration requires a restart of the server.
AVG Admin Server Lite mode can act only in one role:
UpdateProxy role
• Performs mirroring of downloaded update files for AVG stations.
Please make sure you complete this wizard in order to make AVG Admin Server work correctly.
Help
<< Back
Next >>
Cancel

The first dialog explains the purpose of the Wizard. Click the ***Next*** button to proceed to the next step.

Note: *You need to complete this wizard in order to proceed with remote network installation.*

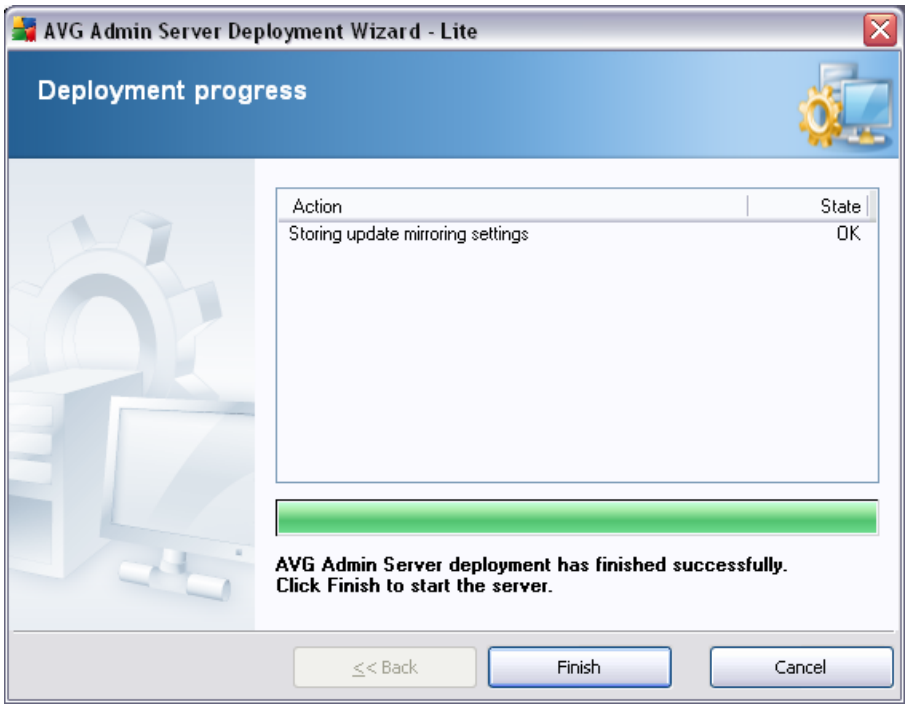
8.1.1. Configuration Overview



This section contains an overview of the configuration, that is going to be deployed on your server. Basically only the UpdateProxy role will be deployed to your server. The UpdateProxy role serves as a proxy server for downloading and distributing updates to your stations.

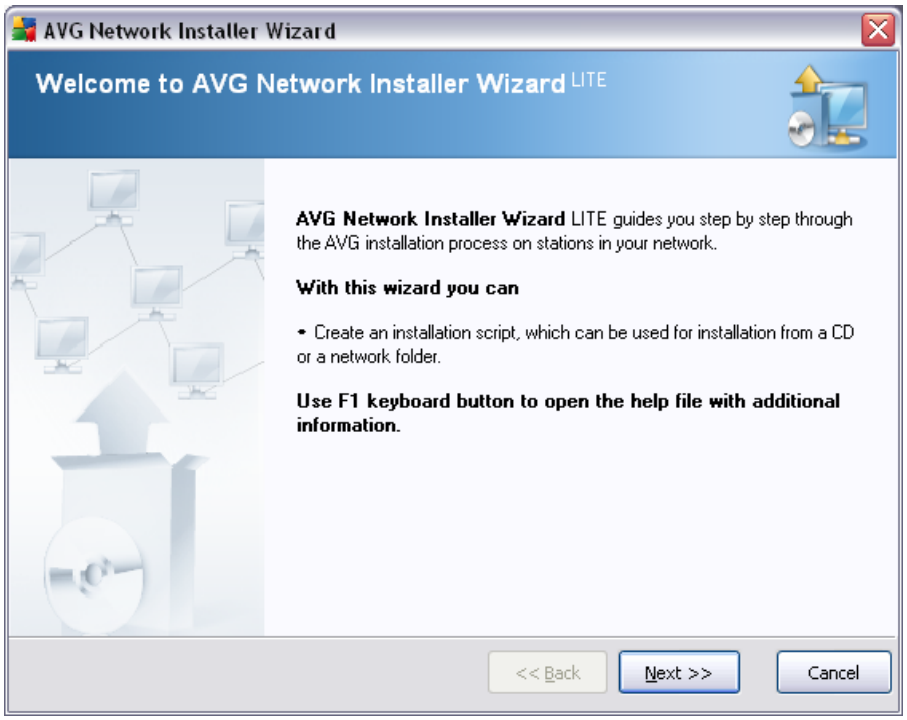
The wizard will also create the update folder on the C: drive (by default) or drive that is indicated in your overview.

8.1.2. Completion



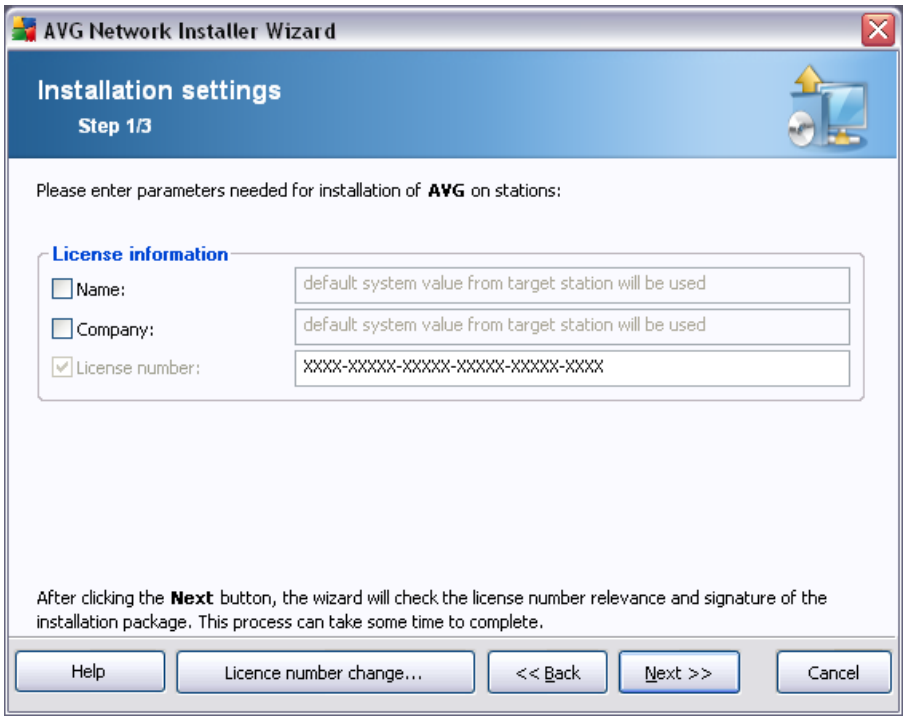
If everything went smoothly, you will see a dialog similar to the one above. Click Finish to close the Wizard and continue to the AVG Network Installer Wizard Lite.

8.2. AVG Network Installer Wizard Lite


AVG Network Installer Wizard
Welcome to AVG Network Installer Wizard LITE
AVG Network Installer Wizard LITE guides you step by step through the AVG installation process on stations in your network.
With this wizard you can
• Create an installation script, which can be used for installation from a CD or a network folder.
Use F1 keyboard button to open the help file with additional information.
<< Back
Next >>
Cancel

The ***AVG Network Installer Wizard Lite*** will quickly guide you through the AVG script creation process. The script can then be used to install AVG on your stations.

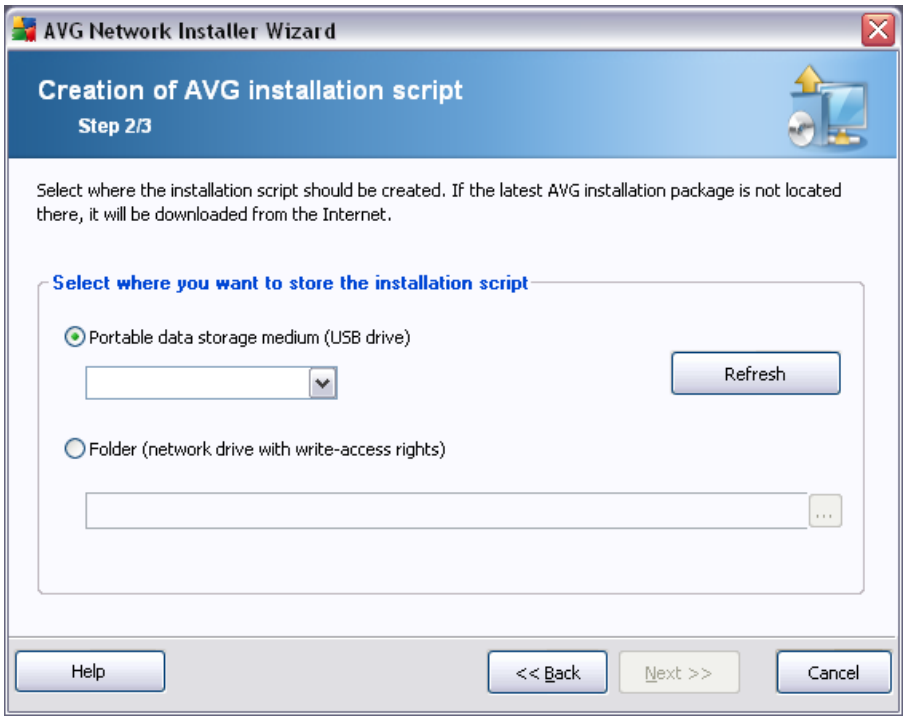
8.2.1. Installation Settings


AVG Network Installer Wizard
Installation settings
Step 1/3
Please enter parameters needed for installation of AVG on stations:
License information
Name:
default system value from target station will be used
Company:
default system value from target station will be used
License number:
XXXX-XXXXX-XXXXX-XXXXX-XXXXX-XXXX
After clicking the Next button, the wizard will check the license number relevance and signature of the installation package. This process can take some time to complete.
Help
Licence number change...
<< Back
Next >>
Cancel

Fill in the requested values. ***License number*** is a mandatory field that must be filled in. Alternatively you may check the ***Name*** and/or ***Company*** checkboxes and fill in the appropriate values.

Use the ***License number change*** button to input a new license number for AVG installations.

8.2.2. Creation of AVG Installation Script


AVG Network Installer Wizard
Creation of AVG installation script
Step 2/3
Select where the installation script should be created. If the latest AVG installation package is not located there, it will be downloaded from the Internet.
Select where you want to store the installation script
Portable data storage medium (USB drive)
Refresh
Folder (network drive with write-access rights)
Help
<< Back
Next >>
Cancel

In this dialog you need to choose, where the installation script will be saved. If the location does not contain the latest AVG installation package, the wizard will try to download the file from the Internet once you click the ***Next*** button. In such a case please make sure your Internet connection is available.

You can choose one of the following:

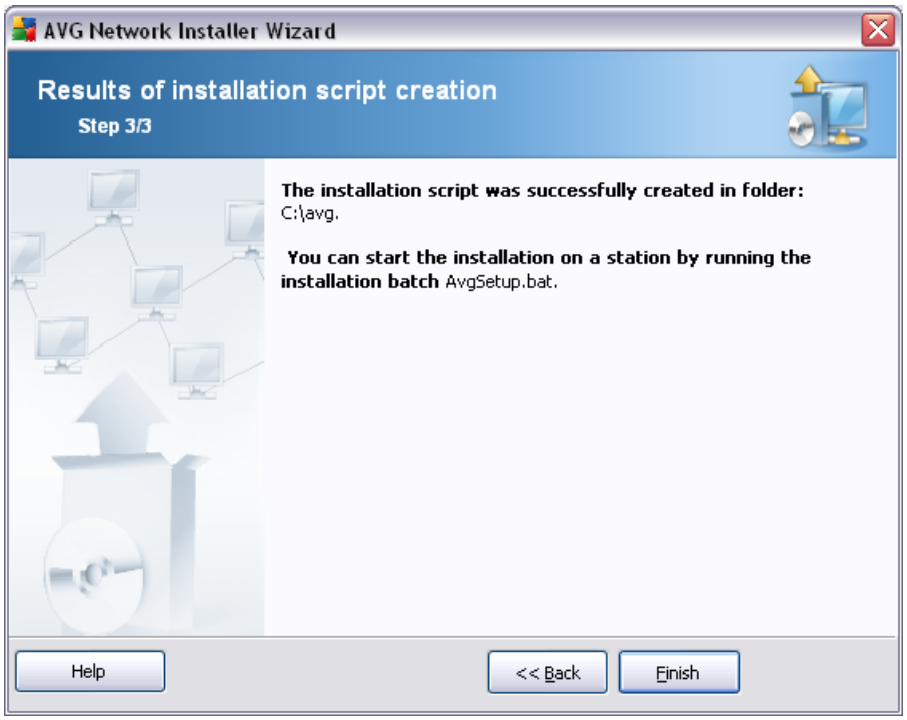
- ***Portable data storage medium (USB drive)***

  If you have not done so already, insert a removable USB device (Flash drive, portable hard drive etc.) and hit the ***Refresh*** button to see the device in the drop down list. Make sure the drive is not write-protected.

- ***Folder***

  Selecting this option will let you choose a folder, where the script will be stored. If you choose a network folder, make sure it has correct write-access rights.

8.2.3. Completion


AVG Network Installer Wizard
Results of installation script creation
Step 3/3
The installation script was successfully created in folder:
C:\avg.
You can start the installation on a station by running the installation batch AvgSetup.bat.
Help
<< Back
Finish

If the script creation proceeded successfully, you will see a dialog similar to this one. Click the ***Finish*** button to close the wizard.

To use the script saved to a folder:

1. Copy the whole contents of the previously chosen folder to your station.

   Note: *If you used a network folder for storing the script, you can navigate to that folder directly over the network.*

2. On the station navigate to this folder and run the AvgSetup.bat file.

3. The command line window will appear and the installation will begin.

4. Once the installation is completed, the window will close automatically.

To use the script from a removable device:

1. Insert the removable device to your station.

2. If the autorun feature is enabled in the station's operating system, the installation will start automatically.

3. If not, open the removable device disk letter and run the AvgSetup.bat file

manually.

4. The command line window will appear and the installation will begin.

5. Once the installation is completed, the window will close automatically.

Note: *You may also consider creating and distributing an AVG installation clone. For more information please consult the AVG Settings Manager chapter below.*

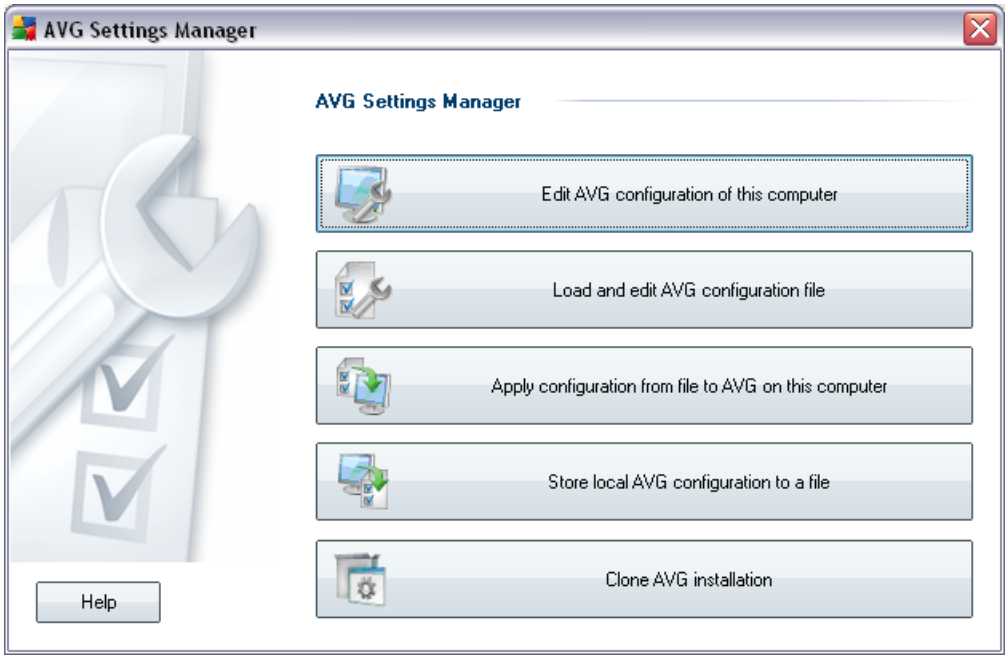
9. AVG Settings Manager

Please note: *This tool is a part of the AVG installation!*

The ***AVG Settings Manager*** is a tool suitable mainly for smaller networks that allows you to copy, edit and distribute AVG configuration. The configuration can be saved to a portable device (USB flash drive etc.) and then applied manually to chosen stations.

The tool is included in the installation of AVG and available via Windows Start menu:

All Programs/AVG 9.0/AVG Settings Manager


AVG Settings Manager
AVG Settings Manager
Edit AVG configuration of this computer
Load and edit AVG configuration file
Apply configuration from file to AVG on this computer
Store local AVG configuration to a file
Clone AVG installation
Help

- ***Edit AVG configuration of this computer***

  Use this button to open dialog with advanced settings of your local AVG. All changes made here will be reflected also to the local AVG installation.

- ***Load and edit AVG configuration file***

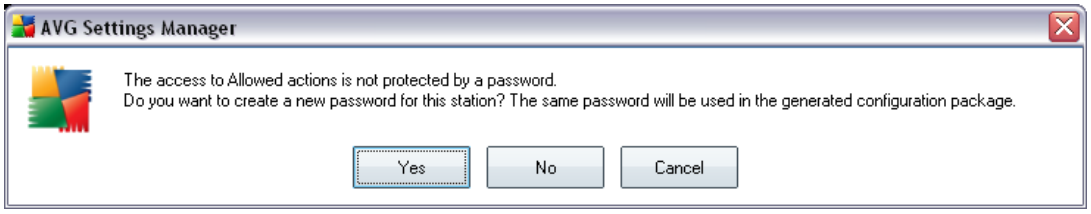
  If you already have an AVG configuration file (.pck), use this button to open it for editing. Once you confirm your changes by the ***OK*** or ***Apply*** button, the file will be replaced with the new settings!

- ***Apply configuration from file to AVG on this computer***

  Use this button to open an AVG configuration file (.pck) and apply it to the local installation of AVG.

- ***Store local AVG configuration to a file***

  Use this button to save the AVG configuration file (.pck) of the local AVG installation. If you did not set a password for the ***Allowed actions***, you may experience the following dialog:


AVG Settings Manager
The access to Allowed actions is not protected by a password.
Do you want to create a new password for this station? The same password will be used in the generated configuration package.
Yes
No
Cancel

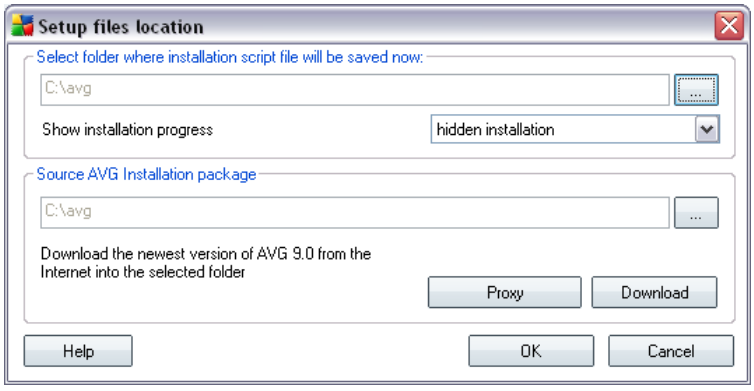
  Answer ***Yes*** if you wish to set the password for access to Allowed items now and then fill-in the required information and confirm your choice. Answer ***No*** to skip the password creation and continue to save the local AVG configuration to a file.

- ***Clone AVG installation***

  This option allows you to make a copy of the local AVG installation by creating an installation package with custom options. The clone includes most of the AVG settings with the exception of the following:

  - Language settings
  - Sounds settings
  - Firewall configuration
  - Allowed list and potentially unwanted programs exceptions of the Identity protection component.

  To proceed first select folder where the installation script will be saved.



  Then from the drop-down menu select one of the following:

- **Hidden installation** - no information will be displayed during the setup process.
- **Show installation progress only** - the installation will not require any user attention, but the progress will be fully visible.
- **Show installation wizard** - the installation will be visible and user will need to manually confirm all steps.

Use either the **Download** button to download the latest available AVG installation package directly from the AVG website to the selected folder or manually put the AVG installation package into that folder.

You can use the **Proxy** button to define a proxy server settings if your network requires this for a successful connection.

By clicking **OK** the cloning process begins and should shortly finish. You may also experience a dialog asking about setting password to Allowed items (see above). Once finished, there should be **AvgSetup.bat** available in the chosen folder along with other files. If you run the **AvgSetup.bat** file, it will install AVG according to the parameters chosen above.

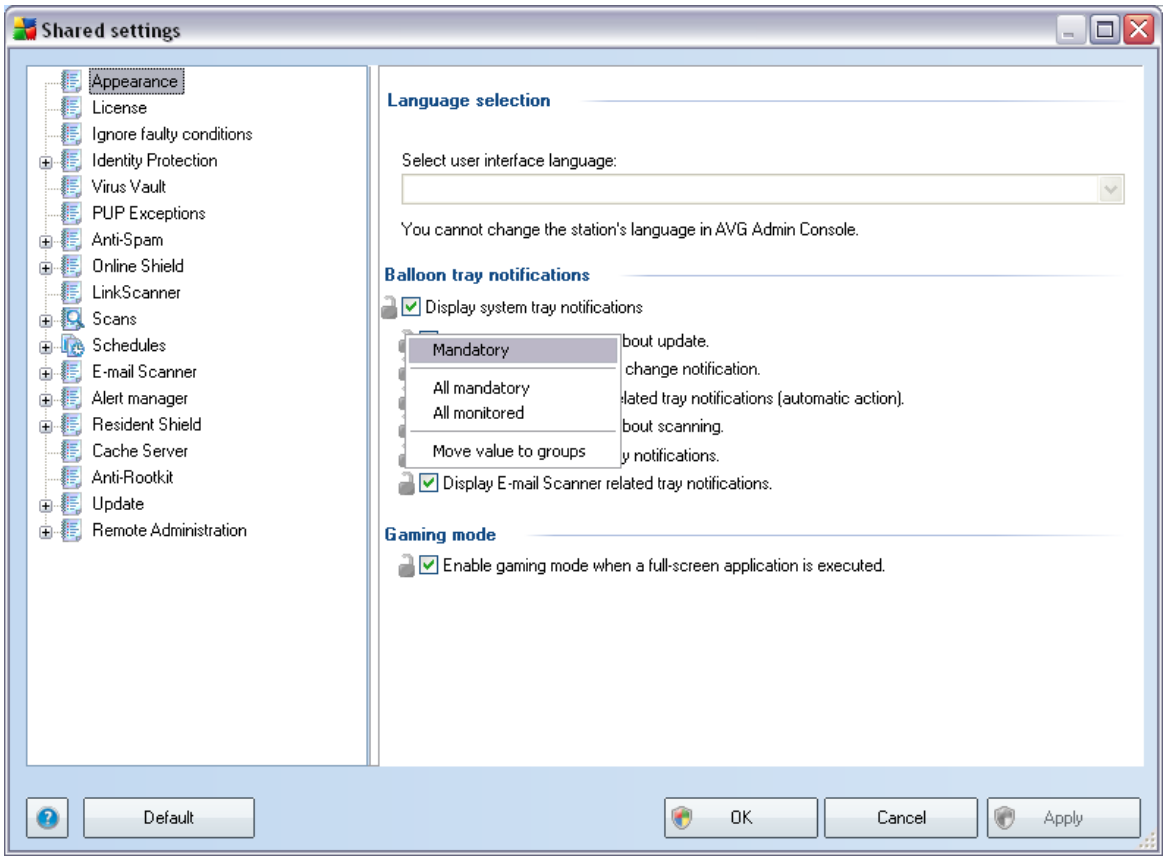
Note: *If not all buttons are clickable, then it most likely means, that there is no AVG installation available on the current computer. You need to install AVG first, in order to use this tool properly.*

10. Configuration

This chapter contains a description of configuration options for different parts of AVG Internet Security Business Edition.

10.1. Shared Settings for Stations/Groups

This dialog allows you to define shared settings for stations. The options are exactly the same as on the station with few exceptions described in the chapters below. If you require more detailed information on other items configuration, we recommend you to consult the AVG Internet Security User Guide available to download from http://www.avg.com or the context help available via the nice question mark button.



Note: *You can use* ***Default*** *button to restore the original settings of the current dialog.*

10.1.1. General control and priority levels

All setting values applicable for stations or groups can be defined as a mandatory value or as an optional value (default setting). A value can be changed from mandatory to optional from its context menu (right mouse button) with some exceptions in Firewall settings (see chapter Configuration/Shared Firewall Settings/

Profiles).

The individual levels of priorities are set as follows (sorted from the highest to lowest priority):

- ***Shared settings for stations***

  Shared settings defined as mandatory in the ***Shared settings for stations*** (available through upper top menu ***Tools***) always have higher priority than the others. Which means, that items set as mandatory in the mentioned settings list cannot be changed at any lower levels.

- ***Shared settings in group***

  Shared settings defined as mandatory in the station groups (item ***Shared settings in group*** available from the specific group workspace via right-clicking the context menu in the ***Stations*** branch) have higher priority, than the particular station settings, but lower than the ***Shared settings for stations***.

- ***Individual station settings***

  Particular settings for stations are considered to have the lowest priority, which means, that all items set as mandatory in higher levels mentioned above cannot be changed there.

  Individual settings for stations can be accessed from the ***Stations*** item and then double-clicking the requested station name.

By default, mandatory items are displayed as bold and can be easily changed by right-clicking on the certain item's lock icon and choosing from the context menu ***Mandatory*** item value.

The context menu contains also the following options:

- ***All mandatory*** - sets mandatory flag to all items in the current dialog.
- ***All monitored*** - resets the mandatory flag for all items in the current dialog.

By marking an item as mandatory, the user on the local station will not be able to customize such setting.

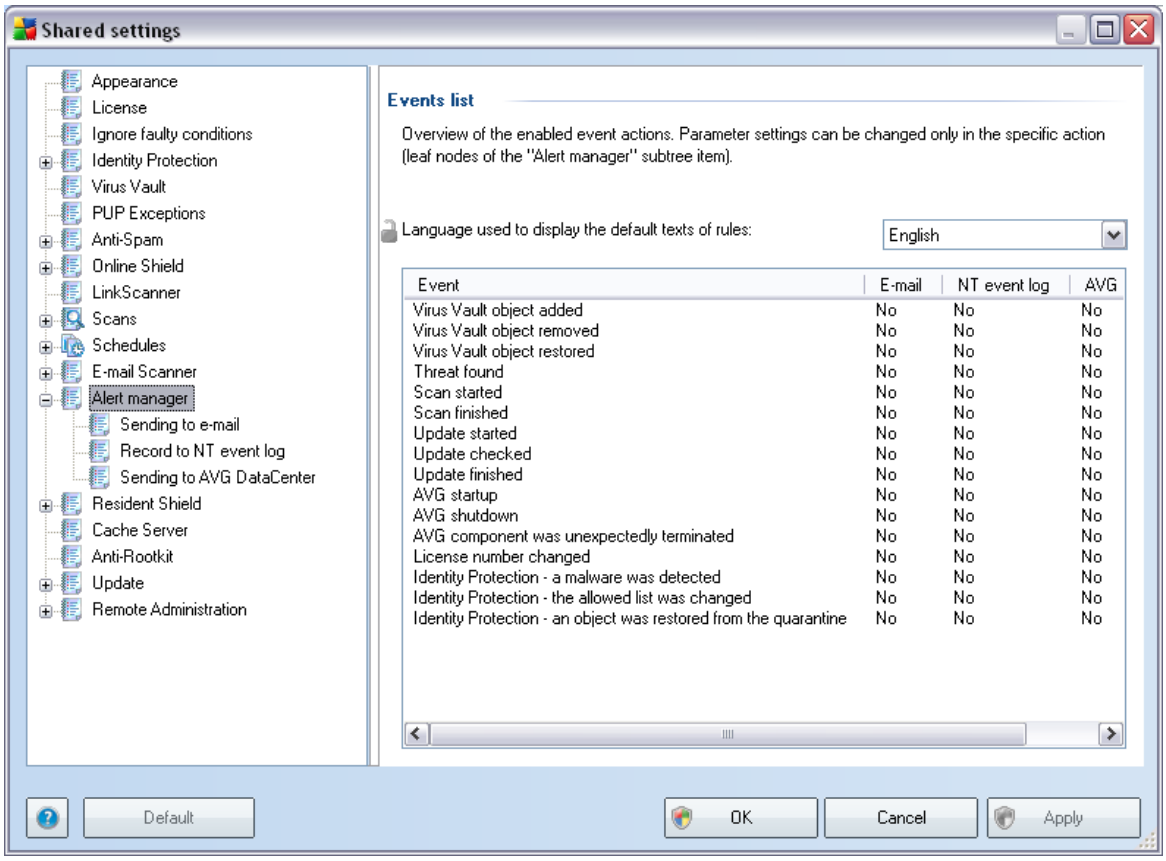
The individual levels are distinguished by icons next to each item. Generally, an item set as mandatory is marked by the black "locked" lock icon. The icon with red lock means, that the setting is already set as mandatory in Shared settings for stations (highest level) and the icon with blue lock indicates, that the setting is marked as mandatory in Shared settings in group.

Note: *The lock icons are not available on the stations.*

10.1.2. Alert Manager settings

The Alert Manager settings are available only from AVG Admin Console (i.e. not visible on AVG station). Here you can select, which events you wish to be sent to the AVG DataCenter and displayed in the AVG Admin Console (section Events).

This dialog displays an overview of the enabled event actions. You can set the events parameters using the sub tree items. You can also select from the roll down menu the language you prefer to display the default texts of rules.



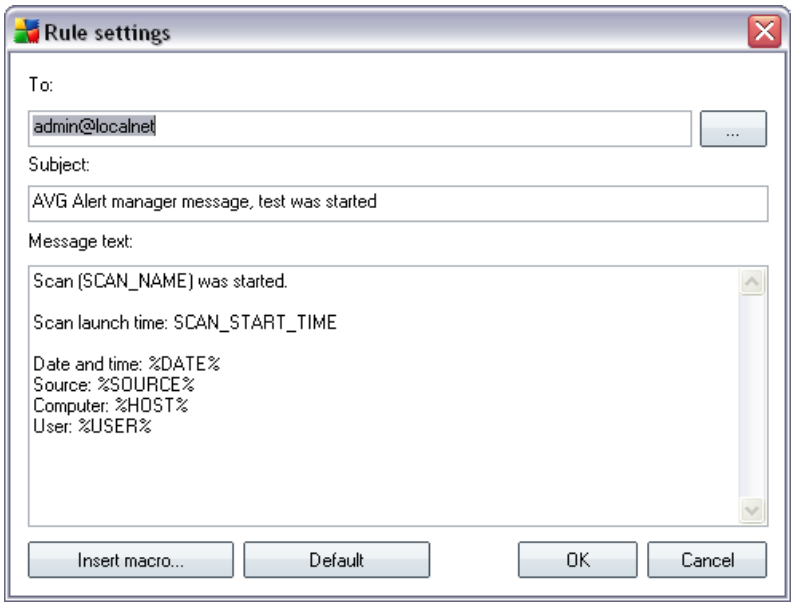
The sub tree items are as follows:

- ***Sending to e-mail***

  This sub tree item enables you to specify which types of events should be sent to the specified e-mail address. Available events are shown in the dialog; mark the respective checkbox to include the event in the list.

  To specify the address, press the ***SMTP*** button. The Outgoing e-mail settings dialog will appear. Type in an e-mail address (To:), a sender (From:), a SMTP server address and a port number to the appropriate text boxes.

Each event will be by default sent to the predefined address. By double clicking an event a new dialog will appear where you can customize the e-mail recipient of such event, its subject and a message text.



Clicking the ***Insert macro*** button will open list of macros, that you can apply directly to the message body. If you wish to indent a line, use the control button (ctrl) and Enter as pressing the enter button alone would close the dialog.

Use the ***Default*** button to restore original dialog values.

- ***Record to NT event log***

  This sub tree item enables you to specify which types of events should be written to the NT event log of the specific station. Available events are shown in the dialog; mark the respective checkbox to include the event.

  Double-clicking an event will open a new dialog, where you can customize ID, severity and message text.

  Clicking the ***Insert macro*** button will open list of macros, that you can apply directly to the message body. If you wish to indent a line, use the control button (ctrl) and Enter as pressing enter button alone would close the dialog.

- ***Sending to AVG DataCenter***

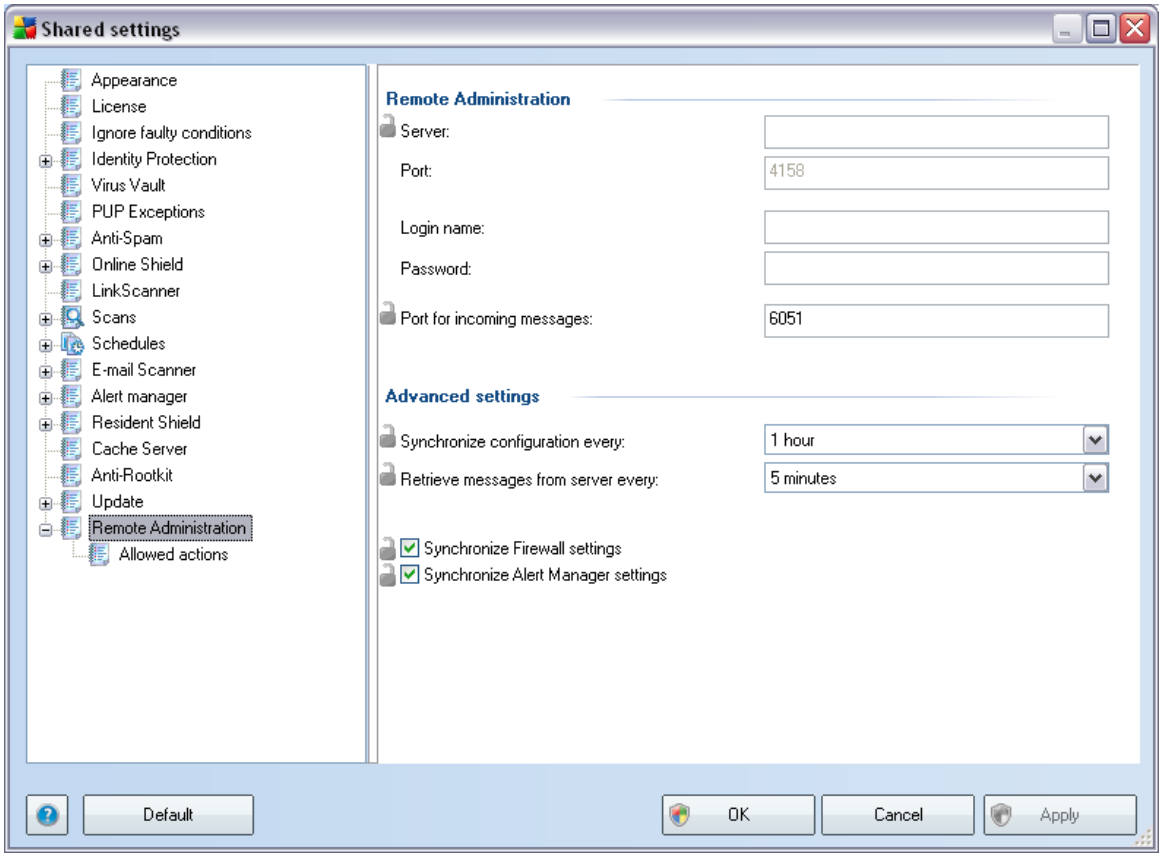
  This sub tree item enables you to specify which types of events should be sent to the AVG DataCenter (and later on displayed through AVG Admin Console - Events view). Available events are shown in the dialog; mark the respective checkbox to include the event.

The possible events are as follows:

- ***Virus vault object added***
- ***Virus vault object removed***
- ***Virus vault object restored***
- ***Threat found***
- ***Scan started***
- ***Scan finished***
- ***Update started***
- ***Update checked***
- ***Update finished***
- ***AVG Startup***
- ***AVG shutdown***
- ***AVG component was unexpectedly terminated***
- ***License number changed***
- ***Identity Protection - a malware was detected***
- ***Identity Protection - the allowed list was changed***
- ***Identity Protection - an object was restored from the quarantine***

10.1.3. Remote Administration

The ***Remote Administration*** settings available from AVG Admin Console contain some additional settings (in comparison to station settings).



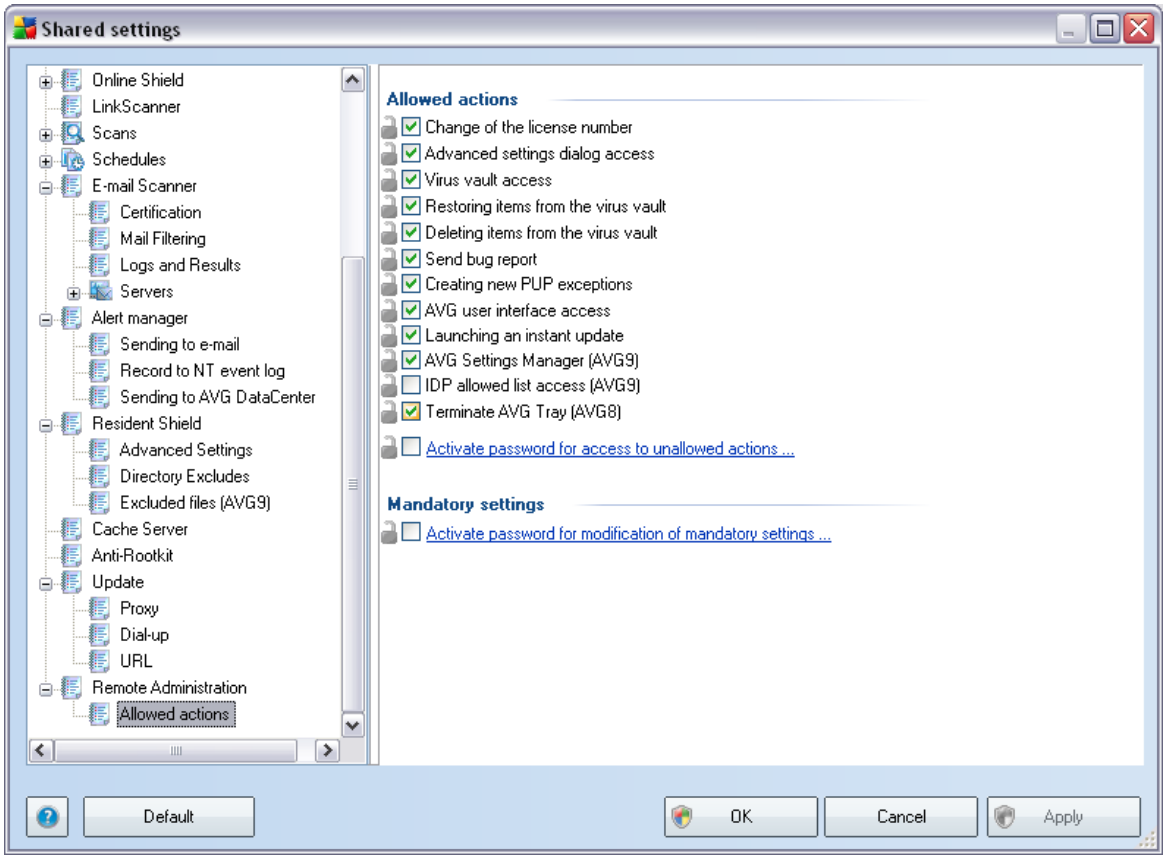
The settings include:

- ***Synchronize configuration every*** - choose the automatic interval for synchronization (station will try to synchronize every selected period - i.e. will try to find out if anything new is available and transfer changes only).
- ***Retrieve messages from server every*** - choose how often you wish the requests invoked from AVG Admin Console to be retrieved from the server.
- ***Synchronize firewall settings*** - If you do not require Firewall settings synchronization, we recommend to switch it off to reduce the data flow and ease the network traffic.
- ***Synchronize Alert Manager settings*** - If you do not require Alert Manager settings synchronization, we recommend to switch it off to reduce the data flow and ease the network traffic.

10.1.4. Allowed Actions

Allowed actions are items, that can be enabled or disabled for usage on a station from the AVG Admin Console. The configuration can be set either in the ***Shared Settings for groups/stations*** or individual station settings.

The feature is accessible from the ***Remote Administration*** item in the main tree as ***Allowed actions***.



By unchecking the following checkbox(es), you can forbid use of the feature for user on the station.

- ***Change of the license number*** - if unchecked, it will disallow users on the station to change the license number.
- ***Advanced settings dialog access*** - if unchecked, it will disallow users on the station to open and edit advanced settings.
- ***Virus vault access*** -if unchecked, it will disallow users on the station to access the virus vault.
- ***Restoring items from the virus vault*** - if unchecked, it will disallow users on

the station to restore files from the virus vault.

- ***Deleting items from the virus vault*** - if unchecked, it will disallow users on the station to delete files from the virus vault.
- ***Send bug report*** - if unchecked, it will disallow users on the station to send a bug report.
- ***Creating new PUP exceptions*** - if unchecked, it will disallow users on the station to create a new exception for potentially unwanted programs.
- ***AVG user interface access*** - if unchecked, it will disallow users on the station to access AVG user interface.
- ***Launching an instant update*** - if unchecked, it will disallow users on the station to launch an instant updating process.
- ***AVG Settings Manager*** - if unchecked, it will disallow users on the station to launch AVG Settings Manager
- ***IDP allowed list access*** - if unchecked, it will disallow users on the station to access the IDP allowed list.
- ***Terminate AVG Tray*** - if unchecked, it will disallow users on the station to switch off the AVG Tray.

If you want to enable users to use unallowed actions after entering password, click on the ***Activate password for access to unallowed actions ...*** and in the new dialog fill in a new password (twice for verification).

The password will be required every time the user tries to access the disallowed action.

Similarly you can enable the user on a station to change mandatory settings. To do so, check the ***Activate password for modification of mandatory settings ...*** checkbox and fill in a new password (twice for verification). This will allow the user to temporarily change the settings for the currently opened dialog in Advanced settings on the station by using the ***Temporarily disable mandatory mode*** button that appears only if this feature is active.

Note: *The password must not be blank. Also, after synchronization, the settings possibly changed by the user on the station will receive their values back.*

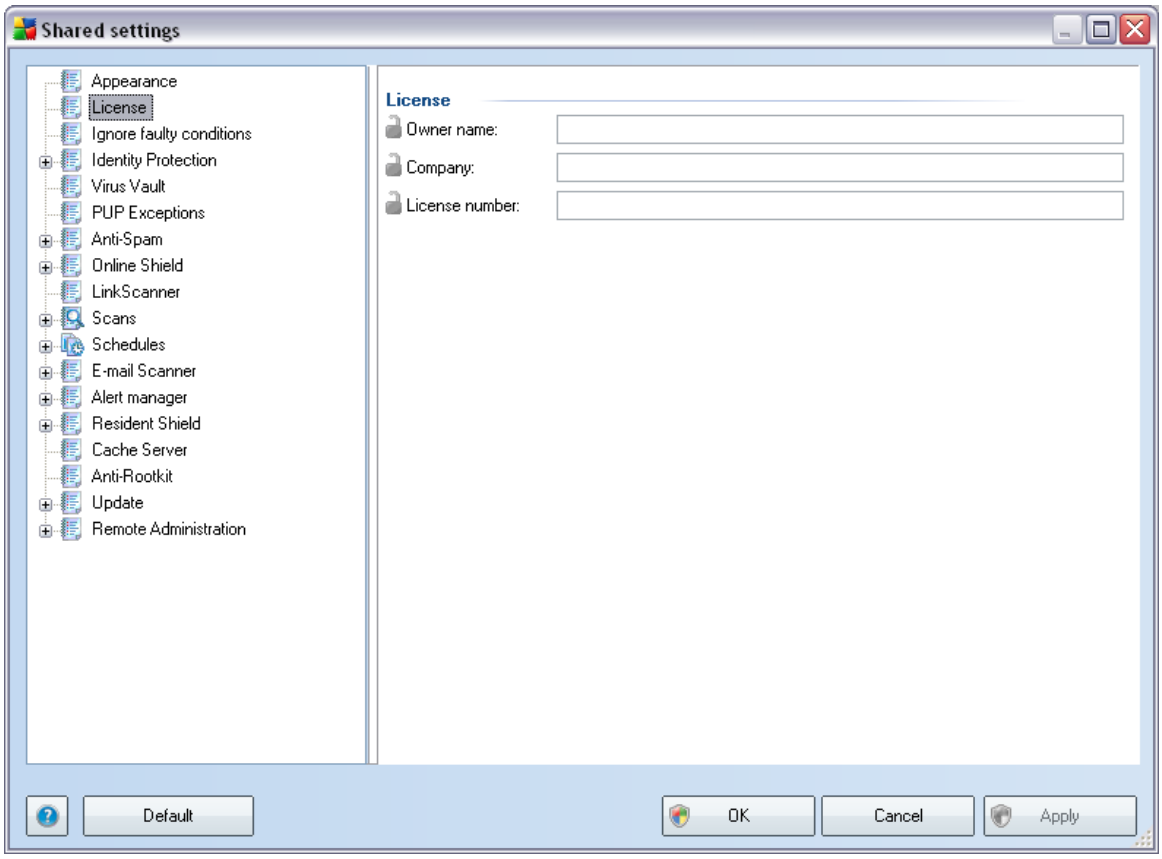
Also you can decide, whether you want the local user to stop a running scheduled scan. This can be done via Shared settings for stations/groups or in the individual station settings. To do so, navigate to ***Schedules/Scheduled scan*** item and in the right part of the dialog tick the ***User can stop a running task*** checkbox.

Note: *The changes will take effect once the stations get synchronized. For more information about the synchronization process visit the Synchronization process*

chapter.

10.1.5. License

The ***License*** settings are available only from AVG Admin Console.

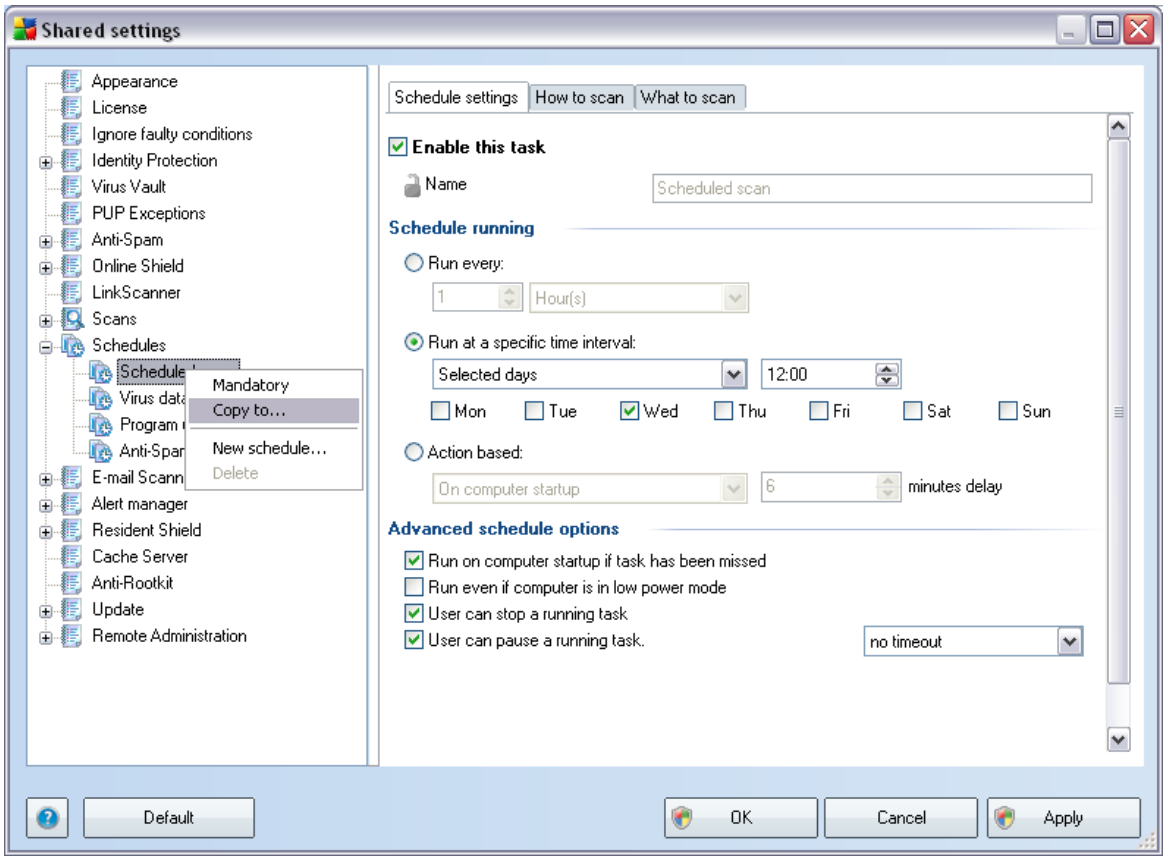


You can set the following options:

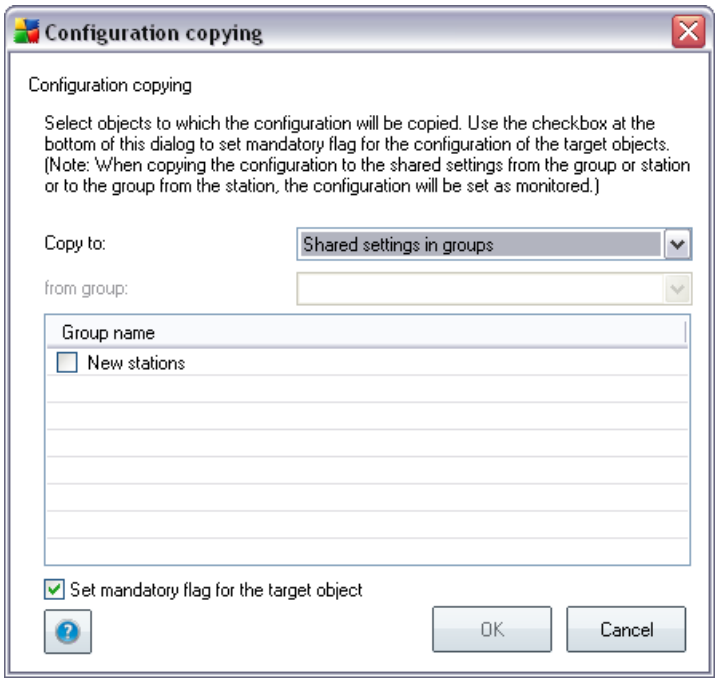
- ***Owner name*** - enter a required name of the owner.
- ***Company*** - enter a required company name.
- ***License number*** - enter a required license number.

10.1.6. Configuration copying

You can copy predefined Schedules configuration from the Shared settings for stations/Groups (or from settings for a single station) to a group, multiple groups or shared settings.



In the left tree right-click on the chosen subitem under ***Schedules*** item and from the context menu choose ***Copy to***. A new dialog will appear:


Configuration copying
Configuration copying
Select objects to which the configuration will be copied. Use the checkbox at the bottom of this dialog to set mandatory flag for the configuration of the target objects. (Note: When copying the configuration to the shared settings from the group or station or to the group from the station, the configuration will be set as monitored.)
Copy to:
Shared settings in groups
from group:
Group name
New stations
Set mandatory flag for the target object
OK
Cancel

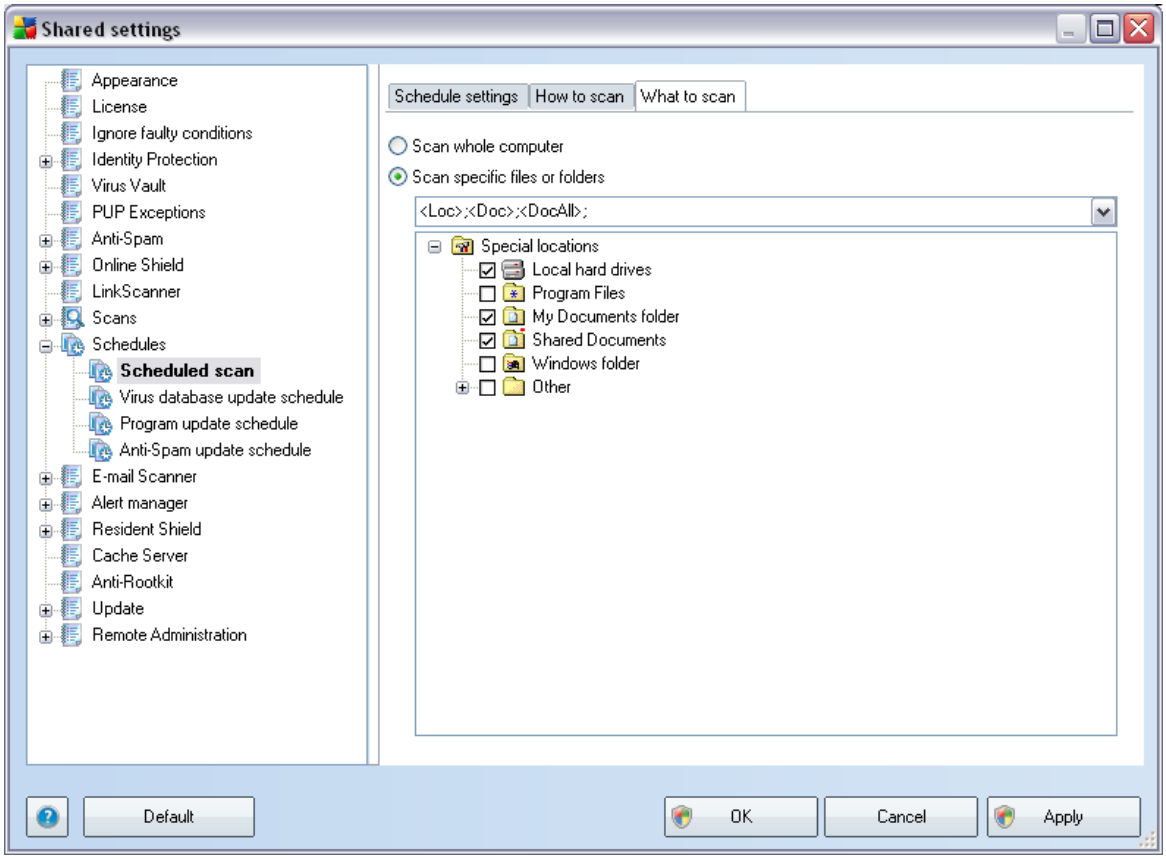
From the drop-down menu select where do you wish the configuration to be copied. You can choose Shared settings in Groups, Stations, Shared settings for application servers or Application servers.

If you select ***Stations*** option, the ***from group*** drop-down menu will become available, where you can choose a group, from which the stations will be listed. Then select individual stations into which you wish to copy the configuration.

The checkbox ***Set mandatory flag for the target object*** serves for marking the setting as mandatory. If left unchecked, the configuration will be set as monitored.

10.1.7. Scheduled Scans

During a new scheduled scan definition, you can use either a predefined option to ***Scan whole computer***, or choose to ***Scan specific files or folders***.



The second option allows you to select custom sections that you wish to scan:

- ***Local hard drives: <Loc>***

  All local (fixed) drives will be scanned.

- ***My Documents folder: <Doc>***

  The following location will be scanned:

  C:\Documents and Settings\<current user>

  Where *current user* represents a user logged during the scanning process.

- ***Shared Documents: <DocAll>***

  The following location will be scanned:

C:\Documents and Settings\All Users

- ***Program Files: <Prg>***

  The program files (e.g. C:\Program Files\) location will be scanned.

- ***Windows folder: <WinDir>***

  The Windows folder (e.g. C:\Windows) will be scanned.

- ***System folder: <SysDir>***

  The Windows system folder (e.g. c:\Windows\System32) will be scanned.

- ***System drive: <SysDrv>***

  The system drive (e.g. C:\) will be scanned.

- ***Temporary Files folder: <Temp>***

  The following location will be scanned:

  C:\Documents and Settings\<user>\Local Settings\Temp

  Where *<user>* represents an user profile name.

- ***Temporary Internet Files: <Web>***

  The MS Internet Explorer cache directory will be scanned:

  C:\Documents and Settings\<user>\Local Settings\Temporary Internet Files

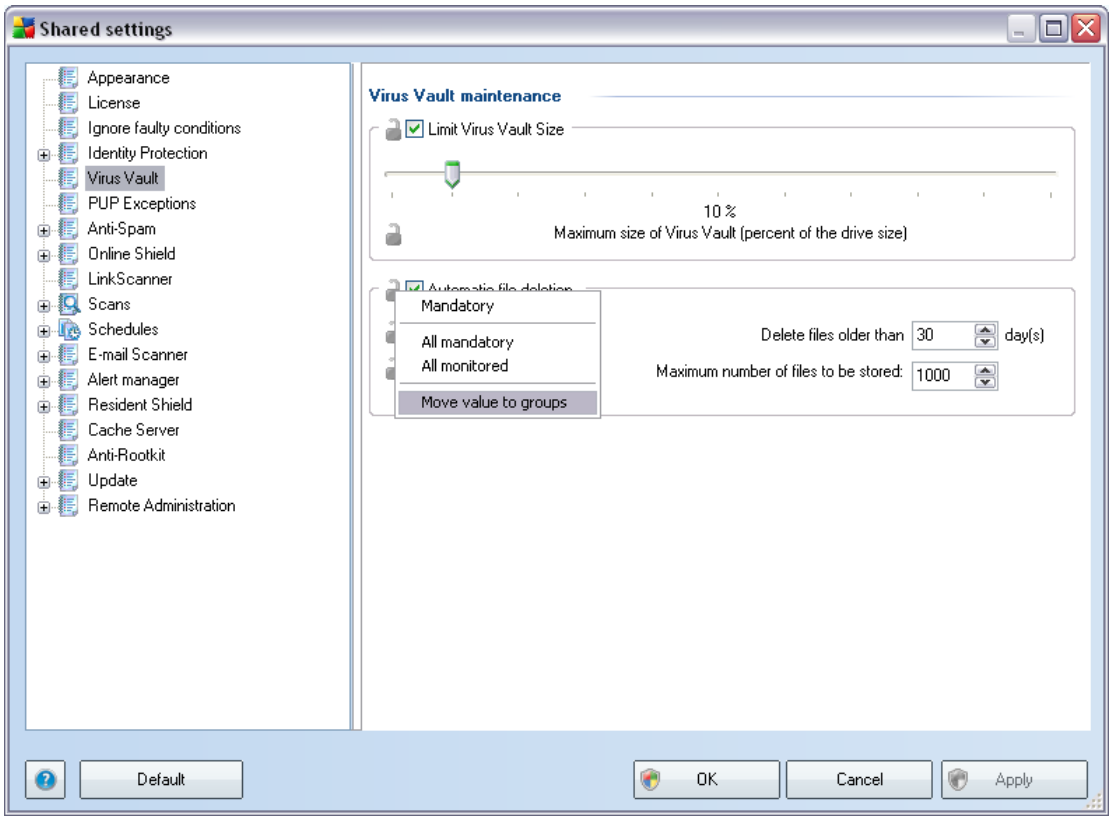
  Where *<user>* represents an user profile name.

Warning: *Since all scheduled scans run under SYSTEM user account, it is currently not possible to scan some locations properly (namely <Web>, <Temp> or <Doc>) due to Windows security policy.*

10.1.8. Moving values to groups/servers

If you need to apply certain configuration only to a limited number of station groups and you do not want or cannot set it within the Shared settings for stations (which would apply the configuration to all other inherited groups), you can use the following option instead.

Open the ***Shared settings for stations*** and choose a configuration dialog with the value(s) you wish to move:



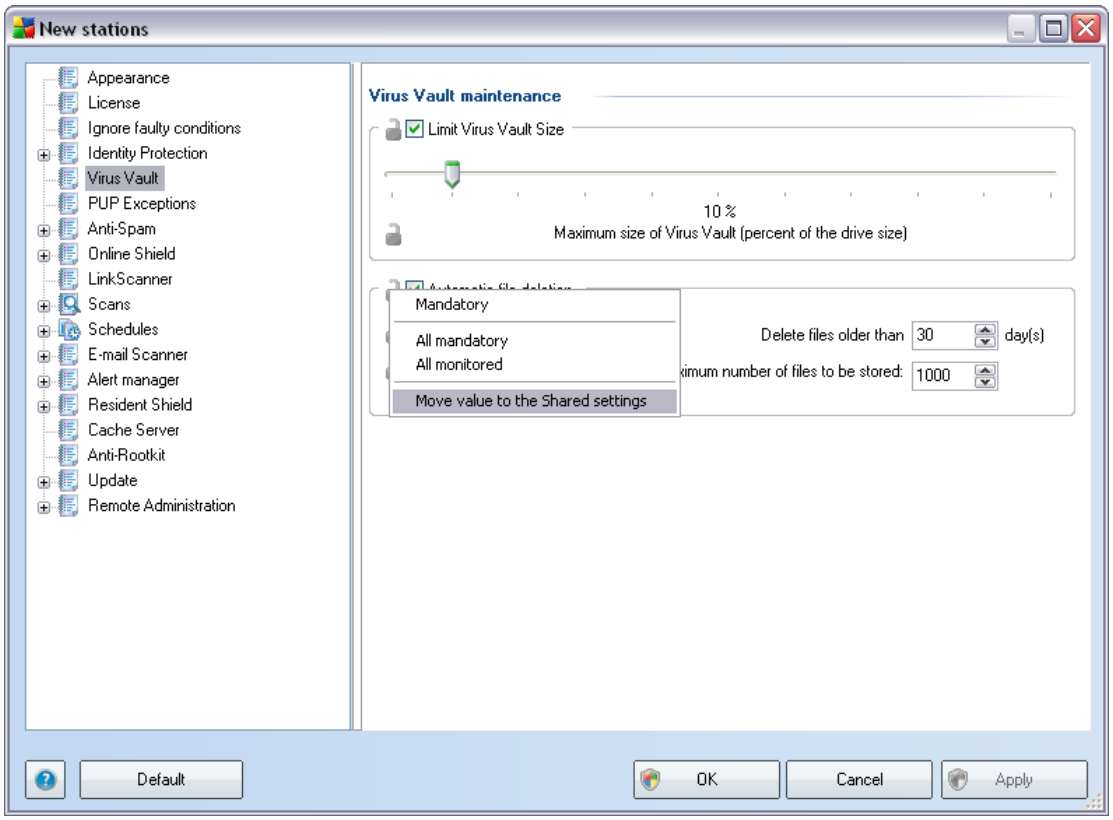
In order to move a predefined value to all other group settings, right-click on the chosen checkbox and from the context menu select ***Move value to groups***. You should see a changed lock icon next to the chosen configuration item:

To transfer the chosen setting to other group settings click ***OK*** or ***Apply*** button.

Please note: *If you change the value of the setting or amend its status before you click OK or Apply button, the changes will be lost and the configuration will not be copied.*

Analogically you can process the ***Shared settings for application servers*** and move selected configuration to all servers. The context menu item is named ***Move value to servers***.

There is also possibility to move the value from a group settings to the Shared settings for stations:



In order to move a configuration from a group to the ***Shared settings for stations***, you can right-click on the chosen checkbox and from the context menu select ***Move value to Shared settings***. You should see a changed lock icon next to the chosen configuration item:

By clicking ***OK*** or ***Apply*** button, the value will be moved to the ***Shared settings for stations*** and set as mandatory. In any other group it will be set as monitored. This can be used to easily remove the mandatory flag from all the groups at once.

You can similarly process the individual server settings within the application servers and move the selected configuration to the ***Shared settings for application servers***. The context menu item is named ***Move value to the Shared settings***.

10.1.9. Anti-Spam

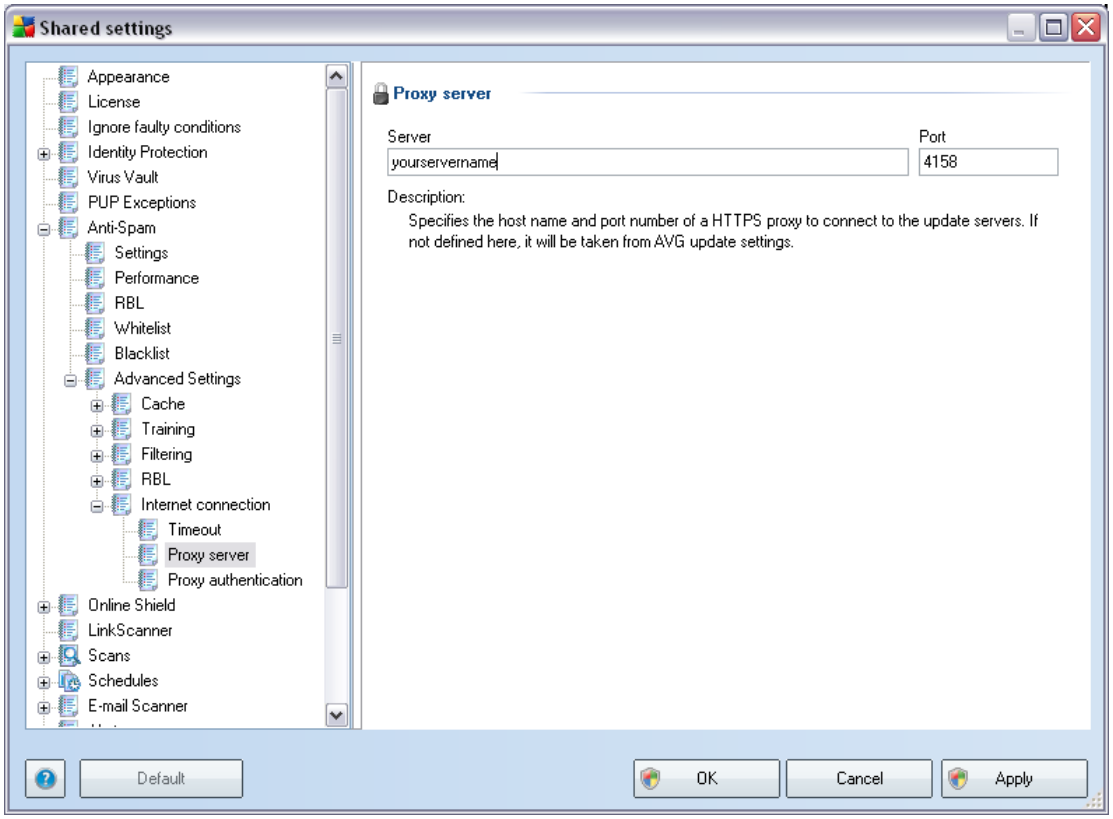
If you deploy UpdateProxy role (during the ***AVG Admin Server Deployment Wizard***), you can choose to download Anti-Spam updates directly from Mailshell servers and then use AVG Admin server to distribute them among your stations.

The downloading of Anti-Spam updates can be switched off/on from the AVG Admin

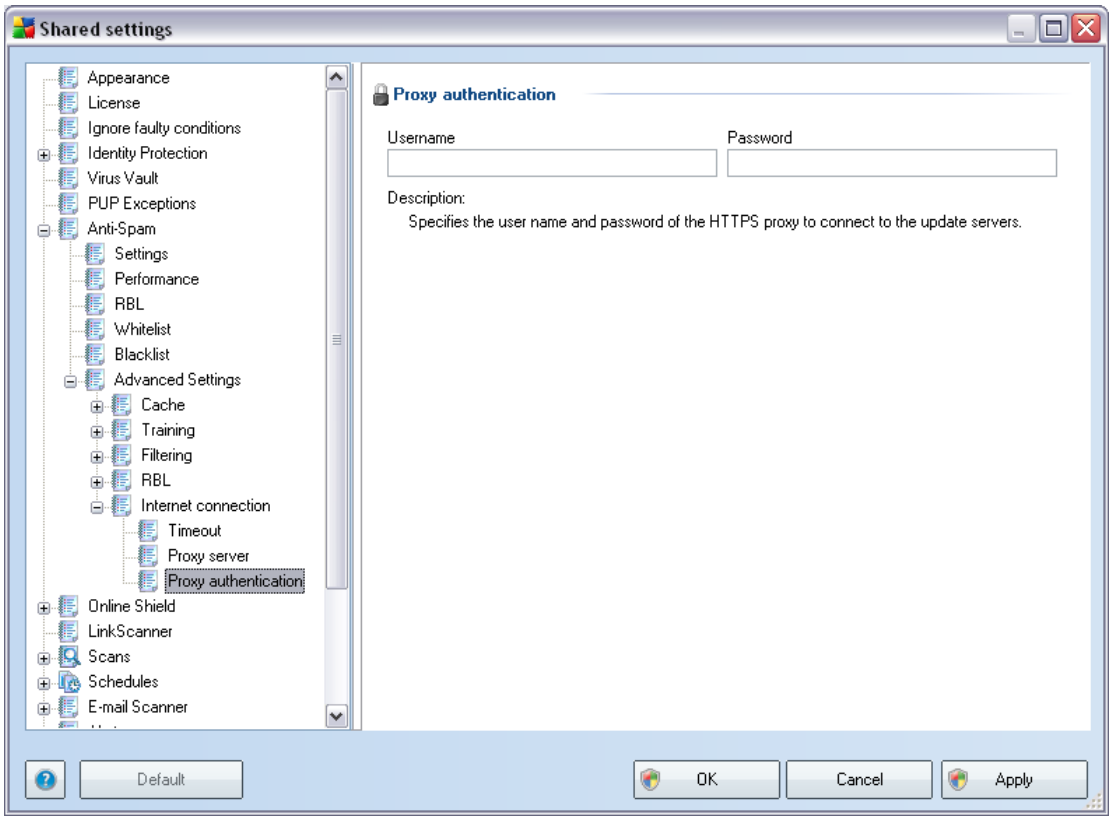
Server settings dialog, ***UpdateProxy tab***.

The Anti-Spam updates can be also changed manually from the Shared settings. To do so, navigate to the AVG Admin Console, upper menu ***Tools/Shared settings for stations*** item. Then select ***Anti-Spam/Advanced Settings/Internet connection***.

In the ***Proxy server*** dialog insert your AVG Admin Server address including port number (default value is 4158).



If your AVG Admin Server uses username and password, open also the ***Proxy authentication*** dialog and input the correct username and password.



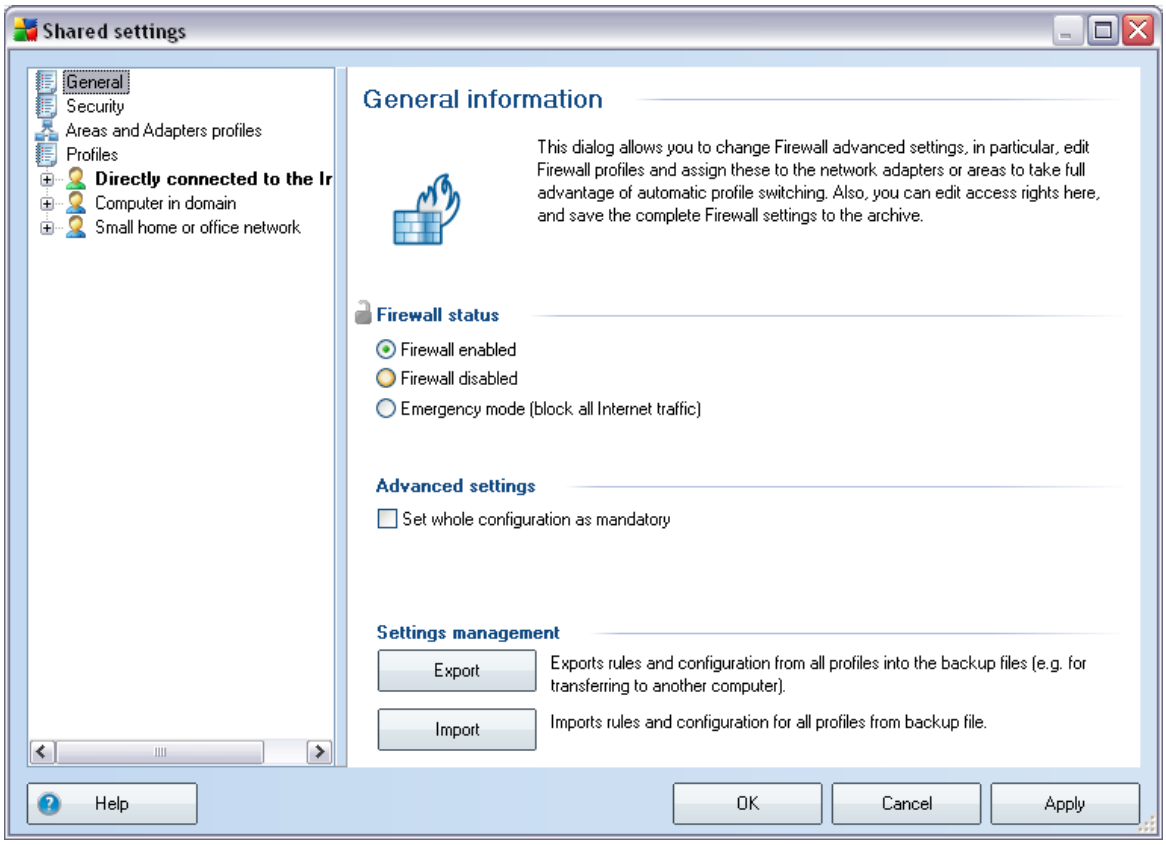
Note: *You can analogically update these settings manually for* ***Shared settings for group*** *or for individual stations as well if needed.*

10.2. Shared Firewall Settings

This dialog allows you to define shared settings for stations. Most of the options are exactly the same as on the station, therefore if you require more detailed information on individual item configuration, we recommend consulting either the context help or the AVG Internet Security User Guide available to download from http://www.avg.com.

The following subchapters describe Firewall settings available from AVG Admin Console.

10.2.1. Setting Items as Mandatory

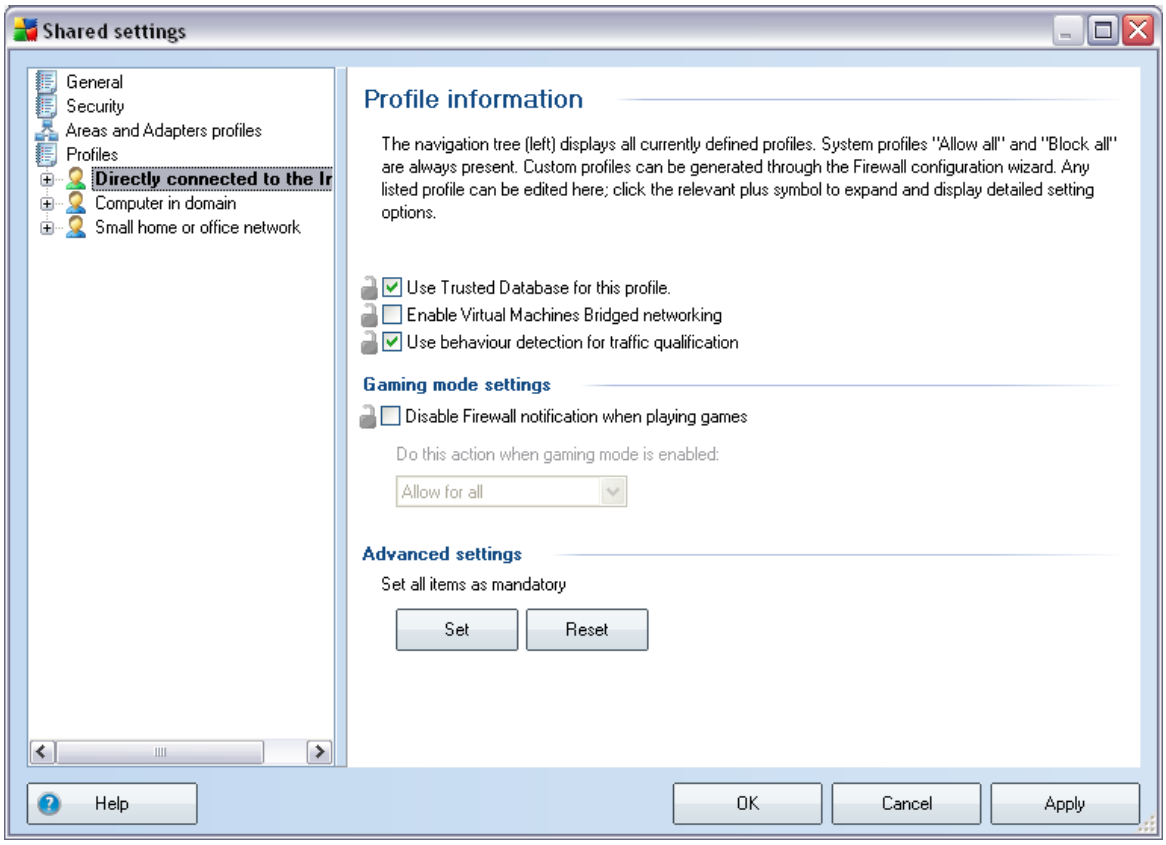

Shared settings
General
Security
Areas and Adapters profiles
Profiles
Directly connected to the Ir
Computer in domain
Small home or office network
General information
This dialog allows you to change Firewall advanced settings, in particular, edit Firewall profiles and assign these to the network adapters or areas to take full advantage of automatic profile switching. Also, you can edit access rights here, and save the complete Firewall settings to the archive.
Firewall status
Firewall enabled
Firewall disabled
Emergency mode (block all Internet traffic)
Advanced settings
Set whole configuration as mandatory
Settings management
Export
Exports rules and configuration from all profiles into the backup files (e.g. for transferring to another computer).
Import
Imports rules and configuration for all profiles from backup file.
Help
OK
Cancel
Apply

To change Firewall component status choose one of these options:

- ***Firewall enabled*** - will start the Firewall component.
- ***Firewall disabled*** - will stop the Firewall component (both local and outside network traffic is available).
- ***Emergency mode*** - will block all traffic (including local network).

You can set the whole configuration as mandatory by checking the ***Set whole configuration as mandatory*** checkbox available in the *General information* dialog.

Additionally, you can set certain individual or all settings within profiles as mandatory - to do so simply select the required profile and in the main section click the ***Set*** button to mark all items as mandatory. Use the ***Reset*** button to set all profile values back to monitored.


Shared settings
General
Security
Areas and Adapters profiles
Profiles
Directly connected to the Ir
Computer in domain
Small home or office network
Profile information
The navigation tree (left) displays all currently defined profiles. System profiles "Allow all" and "Block all" are always present. Custom profiles can be generated through the Firewall configuration wizard. Any listed profile can be edited here; click the relevant plus symbol to expand and display detailed setting options.
Use Trusted Database for this profile.
Enable Virtual Machines Bridged networking
Use behaviour detection for traffic qualification
Gaming mode settings
Disable Firewall notification when playing games
Do this action when gaming mode is enabled:
Allow for all
Advanced settings
Set all items as mandatory
Set
Reset
Help
OK
Cancel
Apply

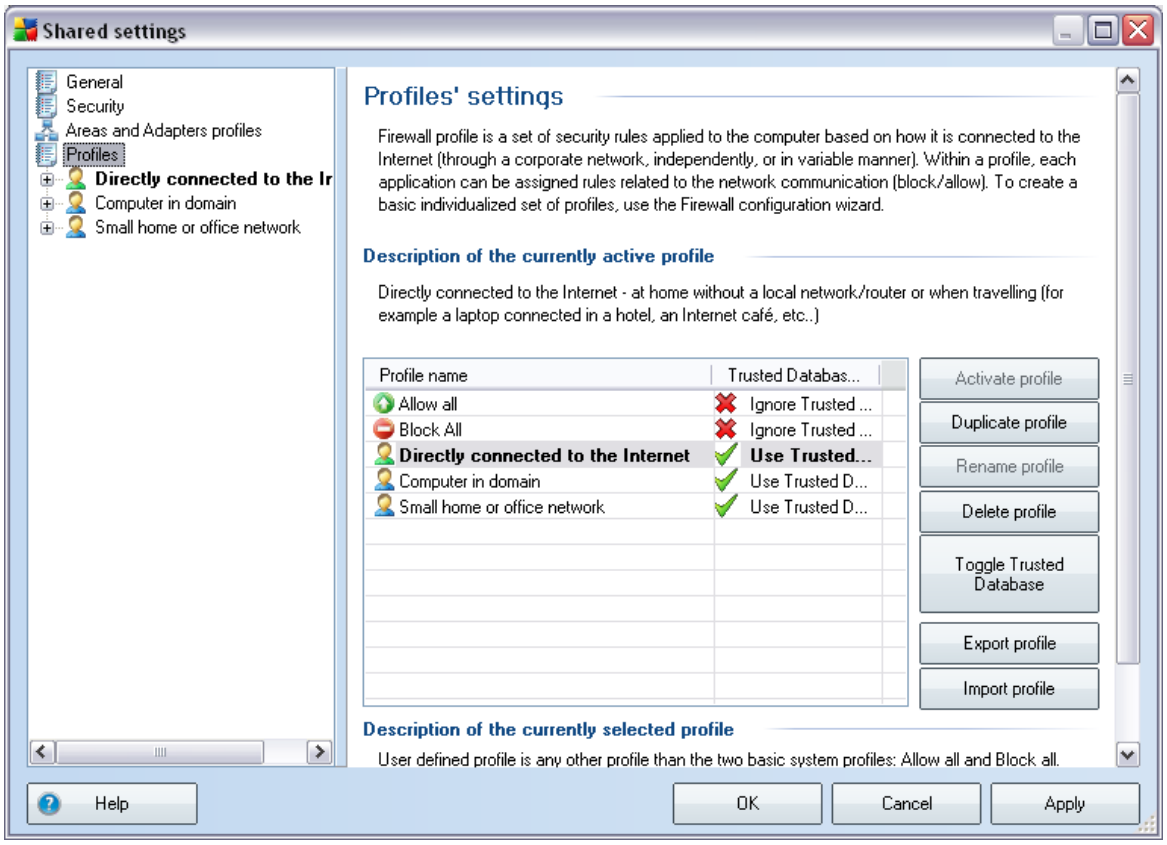
10.2.2. Profiles

Firewall profiles can be renamed/deleted/duplicated or imported only within the Shared Firewall settings.

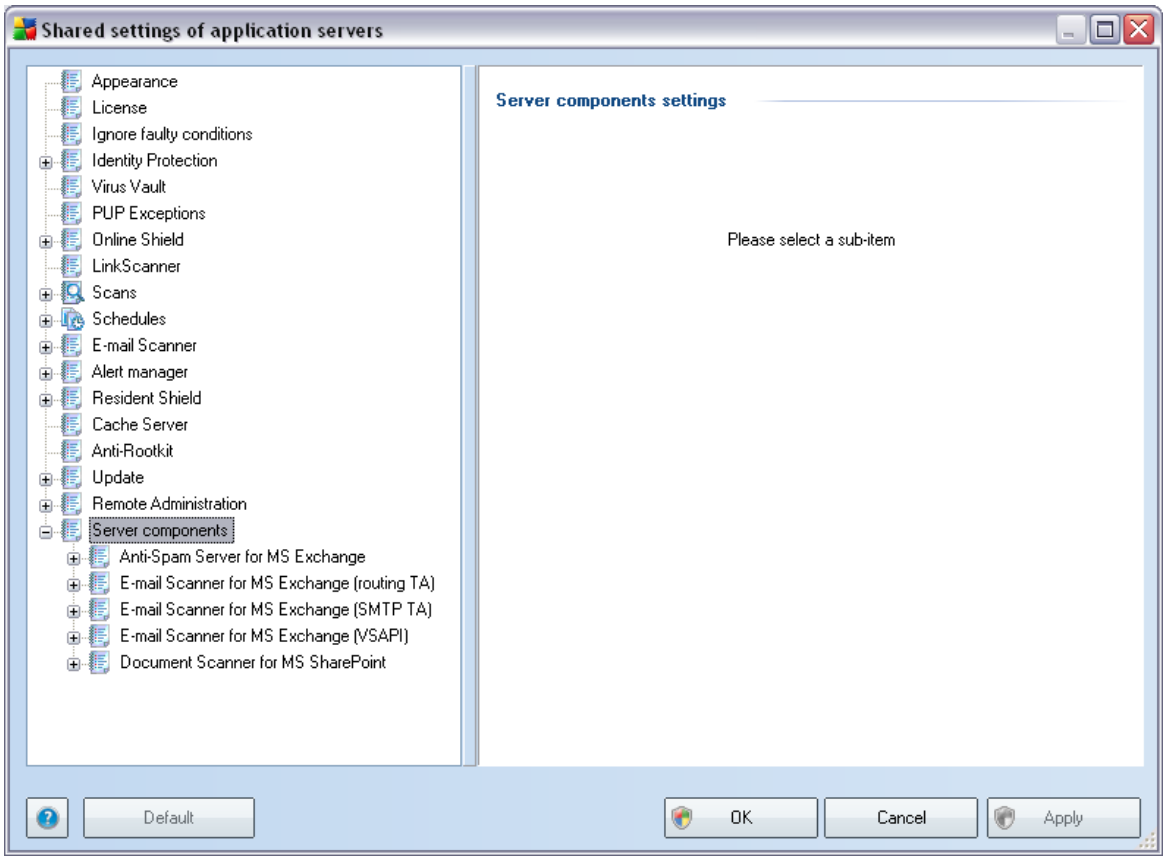
The chosen set of profiles is then automatically applied to all other Firewall settings sets (i.e. individual stations and groups).

Note: *The bold highlighted profile name does indicate, that the profile is set as mandatory. The profile settings mandatory/monitored status can be verified (or changed) in the* ***Areas and Adapters profiles*** *section above.*

Warning: *If you delete all predefined profiles (except for* ***Allow all*** and ***Block all***) *and keep no profile active (mandatory), the station will (once synchronized), use the default profile* ***Block all****, which will block the whole communication and you will not be able to connect to the station anymore!*


Shared settings
General
Security
Areas and Adapters profiles
Profiles
Directly connected to the Ir
Computer in domain
Small home or office network
Profiles' settings
Firewall profile is a set of security rules applied to the computer based on how it is connected to the Internet (through a corporate network, independently, or in variable manner). Within a profile, each application can be assigned rules related to the network communication (block/allow). To create a basic individualized set of profiles, use the Firewall configuration wizard.
Description of the currently active profile
Directly connected to the Internet - at home without a local network/router or when travelling (for example a laptop connected in a hotel, an Internet café, etc..)
Profile name
Trusted Databas...
Allow all
Ignore Trusted ...
Block All
Ignore Trusted ...
Directly connected to the Internet
Use Trusted...
Computer in domain
Use Trusted D...
Small home or office network
Use Trusted D...
Activate profile
Duplicate profile
Rename profile
Delete profile
Toggle Trusted Database
Export profile
Import profile
Description of the currently selected profile
User defined profile is any other profile than the two basic system profiles: Allow all and Block all.
Help
OK
Cancel
Apply

10.3. Shared Settings for Application Servers



This dialog allows you to define shared settings for application servers. Most of the options are exactly the same as on the station with few exceptions described in the chapters below. If you require more detailed information on configuration of other items, we recommend you to consult the AVG E-mail Server Edition User Guide available to download from http://www.avg.com or the context help available via the nice question mark button.

Note: *You can use* ***Default*** *button to restore the original settings of the current dialog.*

10.3.1. Overview

Basic overview of the individual server components:

- ***Anti-Spam Server for MS Exchange***

  Checks all incoming e-mail messages and marks unwanted e-mails as SPAM. It uses several analyzing methods to process each e-mail message, offering maximum possible protection against unwanted e-mail messages.

- ***E-mail Scanner for MS Exchange (routing Transport Agent)***

  Checks all incoming, outgoing and internal e-mail messages going through the MS Exchange HUB role.

  Available for MS Exchange 2007/2010 and can be installed for HUB role only.

- ***E-mail Scanner for MS Exchange (SMTP Transport Agent)***

  Checks all e-mail messages coming through the MS Exchange SMTP interface.

  Available for MS Exchange 2007/2010 only and can be installed for both EDGE and HUB roles.

- ***E-mail Scanner for MS Exchange (VSAPI)***

  Checks all e-mail messages stored in user mailboxes. If any viruses are detected, they are moved to the Virus Vault, or completely removed.

- ***Document Scanner for MS SharePoint***

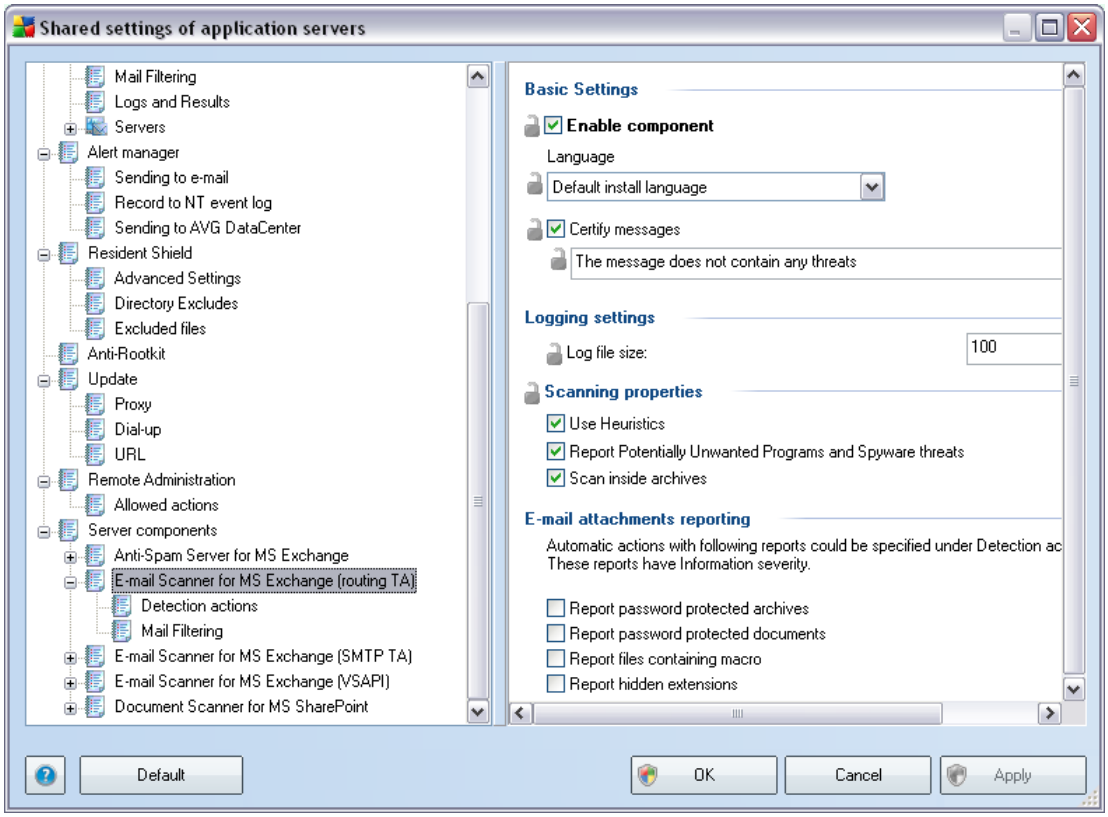
  download to/from the Sharepoint server. If any viruses are detected, they are moved to the Virus Vault, or completely removed.

10.3.2. Anti-Spam Server for MS Exchange

Options available for ***Anti-Spam Server for MS Exchange*** are exactly the same as on the station (although the predefined default settings are different). Should you require more information about individual options, please consult the AVG Internet Security or E-Mail Server User Guide available to download from http://www.avg.com or the context help.

10.3.3. E-mail Scanner for MS Exchange (routing TA)

This item contains settings of the ***E-mail Scanner for MS Exchange*** (routing transport agent).



The ***Basic Settings*** section contains the following options:

- ***Enable component*** - uncheck to disable the whole component.
- ***Language*** - select preferred component language.
- ***Certify messages*** - check this if you wish to add a certification note to all scanned messages. You can customize the message in the next field.

The ***Logging settings*** section:

- ***Log file size*** - choose a preferred size of the log file. Default value: 100 MB.

The ***Scanning properties*** section:

- ***Use Heuristics*** - check this box to enable heuristic analysis method during scanning.

- ***Report Potentially Unwanted Programs and Spyware threats*** - check this option to report the presence of potentially unwanted programs and spyware.

- ***Scan inside archives*** - check this option to let the scanner look also inside archived files (zip, rar, etc.)

The ***E-mail attachments reporting*** section allows you to choose which items should be reported during scanning. If checked, each e-mail with such an item will contain [INFORMATION] tag in the message subject. This is the default configuration which can be easily amended in the ***Detection actions section***, part ***Information*** (see below).

The following options are available:

- ***Report password protected archives***

- ***Report password protected documents***

- ***Report files containing macro***

- ***Report hidden extensions***

There are also these sub-items available in the following tree structure:

- ***Detection actions***

- ***Mail filtering***

10.3.4. E-mail Scanner for MS Exchange (SMTP TA)

The configuration for the ***E-mail Scanner for MS Exchange (SMTP Transport Agent)*** is exactly the same as in the case of routing transport agent. For more information please see the ***E-mail Scanner for MS Exchange (routing TA)*** chapter above.

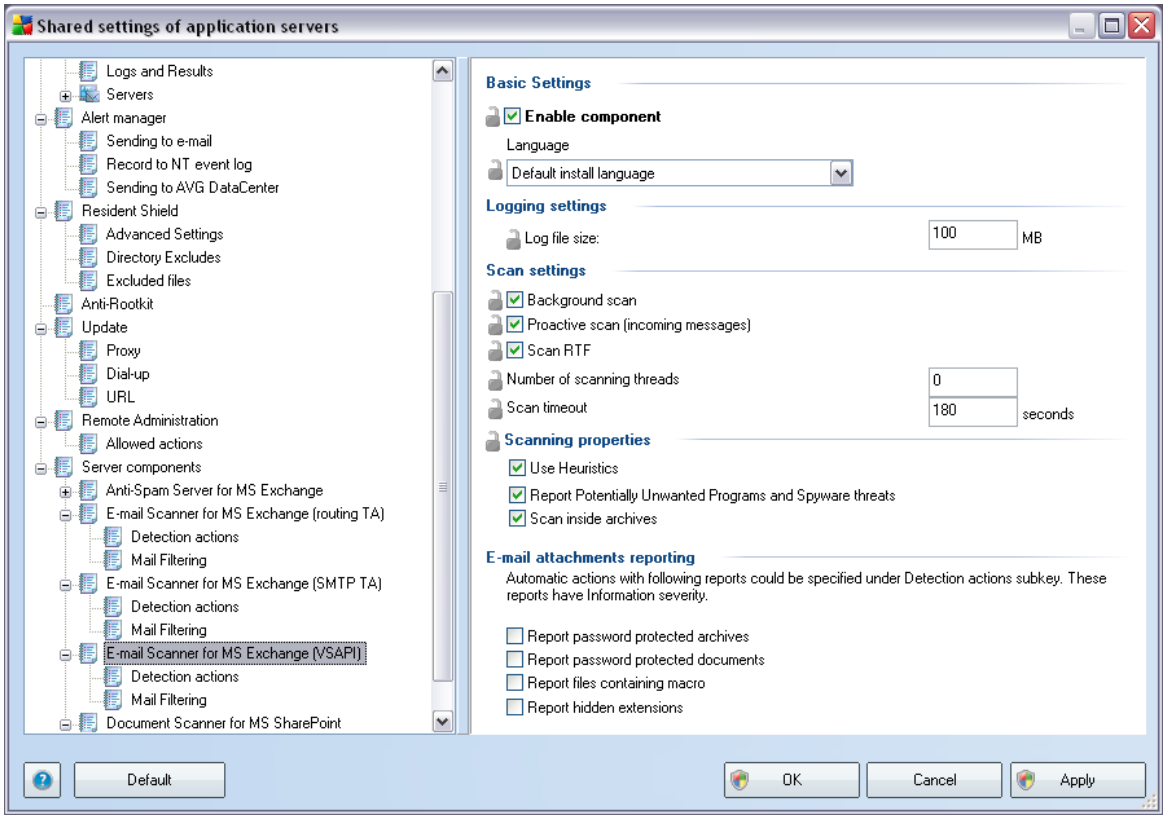
There are also these sub-items available in the following tree structure:

- ***Detection actions***

- ***Mail filtering***

10.3.5. E-mail Scanner for MS Exchange (VSAPI)

This item contains settings of the ***E-mail Scanner for MS Exchange*** (VSAPI).



The ***Basic Settings*** section contains the following options:

- ***Enable component*** - uncheck to disable the whole component.
- ***Language*** - select preferred component language.

The ***Logging settings*** section:

- ***Log file size*** - choose a preferred size of the log file. Default value: 100 MB.

The ***Scan settings*** section:

- ***Background Scan*** – you can enable or disable the background scanning process here. Background scanning is one of the features of the VSAPI 2.0/2.5 application interface. It provides threaded scanning of the Exchange Messaging Databases. Whenever an item that has not been scanned with the latest AVG virus base update is encountered in the users' mailbox folders, it is submitted to AVG for Exchange Server to be scanned. Scanning and searching for the not examined objects runs in parallel.

A specific low priority thread is used for each database, which guarantees other tasks (e.g. e-mail messages storage in the Microsoft Exchange database) are always carried out preferentially.

- ***Proactive Scan (incoming messages)***

  You can enable or disable the proactive scanning function of VSAPI 2.0/2.5 here. This scanning occurs when an item is delivered to a folder, but a request has not been made by a client.

  As soon as messages are submitted to the Exchange store, they enter the global scanning queue as low priority (maximum of 30 items). They are scanned on the first in, first out (FIFO) basis. If an item is accessed while still in the queue, it is changed to high priority.

  Note: *Overflow messages will continue to the store unscanned.*

Note: *Even if you disable both* ***Background Scan*** *and* ***Proactive Scan*** *options, the on access scanner will be still active when an user will try to download a message with the MS Outlook client.*

- ***Scan RTF*** - you can specify here, whether the RTF file type should be scanned or not.
- ***Number of Scanning Threads*** - the scanning process is threaded by default to increase the overall scanning performance by a certain level of parallelism. You can change the threads count here.

  The default number of threads is computed as 2 times the 'number_of_processors' + 1.

  The minimum number of threads is computed as ('number of processors'+1) divided by 2.

  The maximum number of threads is computed as 'Number of Processors' multiplied by 5 + 1.

  If the value is set to lower than the minimum value or to greater than the maximum value, the default value is used.

- ***Scan Timeout*** - the maximum continuous interval (in seconds) for one thread to access the message that is being scanned (the default value is 180 seconds).

The ***Scanning properties*** section:

- ***Use Heuristics*** - check this box to enable heuristic analysis method during scanning.
- ***Report Potentially Unwanted Programs and Spyware threats*** - check this option to report the presence of potentially unwanted programs and spyware.
- ***Scan inside archives*** - check this option to let the scanner look also inside

archived files (zip, rar, etc.)

The ***E-mail attachments reporting*** section allows you to choose which items should be reported during scanning. The default configuration can be easily amended in the ***Detection actions section***, part ***Information*** (see below).

The following options are available:

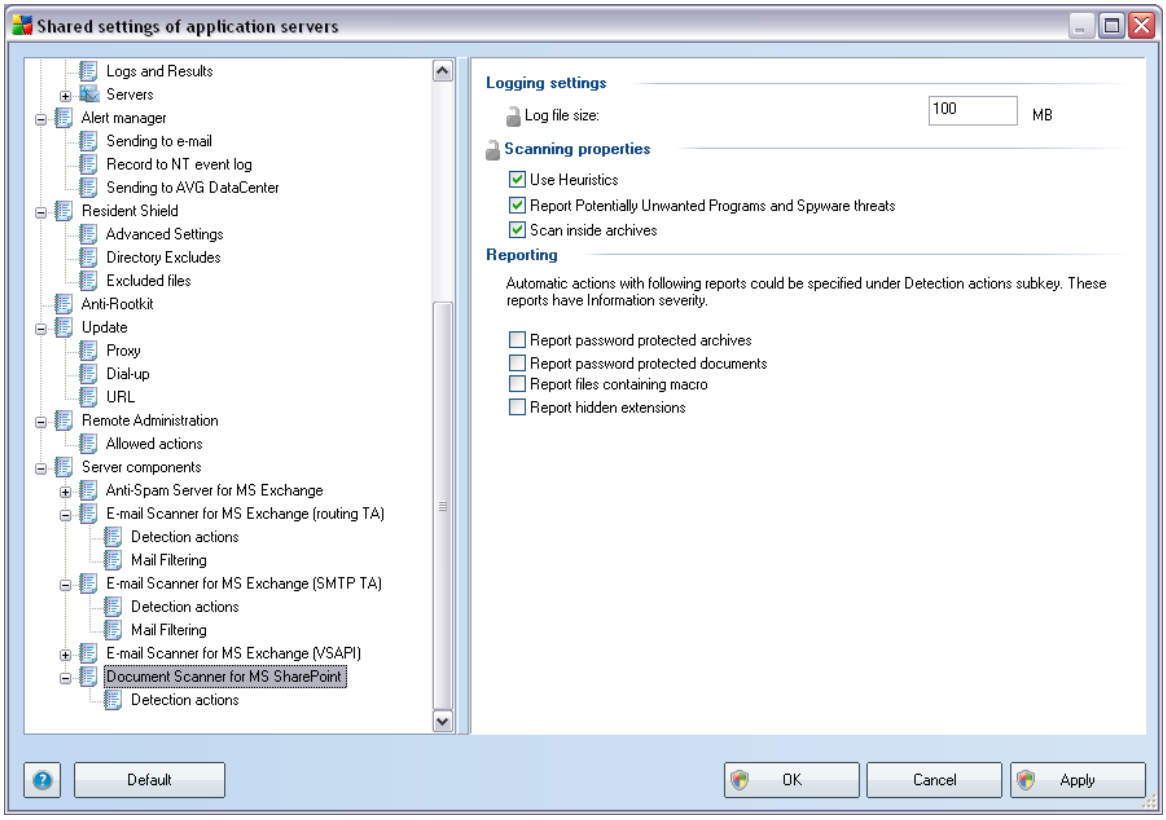
- ***Report password protected archives***
- ***Report password protected documents***
- ***Report files containing macro***
- ***Report hidden extensions***

There are also these sub-items available in the following tree structure:

- ***Detection actions***
- ***Mail filtering***

10.3.6. Document Scanner for MS SharePoint

This item contains settings of the ***Document Scanner for MS SharePoint***.



The ***Logging settings*** section:

- ***Log file size*** - choose a preferred size of the log file. Default value: 100 MB.

The ***Scanning properties*** section:

- ***Use Heuristics*** - check this box to enable heuristic analysis method during scanning.
- ***Report Potentially Unwanted Programs and Spyware threats*** - check this option to report the presence of potentially unwanted programs and spyware.
- ***Scan inside archives*** - check this option to let the scanner look also inside archived files (zip, rar, etc.)

The ***Reporting*** section allows you to choose which items should be reported during scanning. The reports have ***Information*** severity. The default action can be easily amended in the ***Detection actions section***, part ***Information*** (see below).

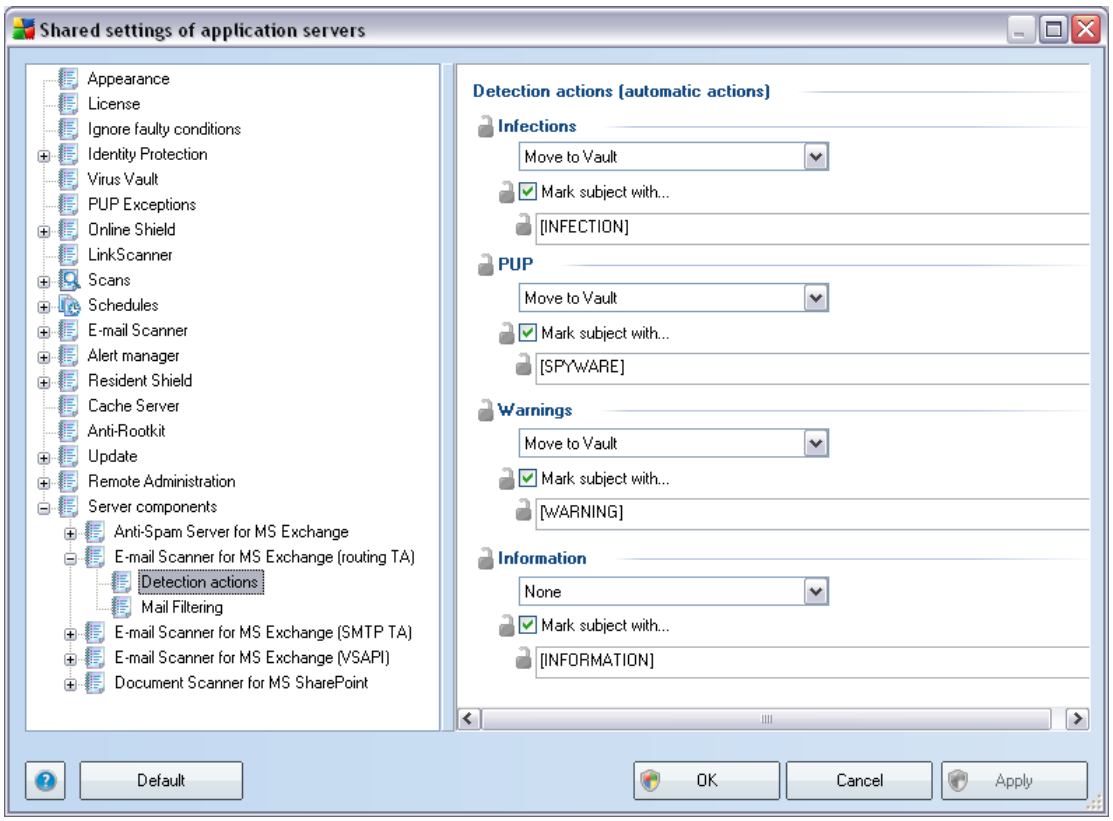
The following options are available:

- ***Report password protected archives***
- ***Report password protected documents***
- ***Report files containing macro***
- ***Report hidden extensions***

There is also the following sub-item available in the tree structure:

- ***Detection actions***

10.3.7. Detection Actions



In the ***Detection actions*** sub-item you can choose automatic actions that should take place during the scanning process.

The actions are available for the following items:

- ***Infections***

- ***PUP (Potentially Unwanted Programs)***
- ***Warnings***
- ***Information***

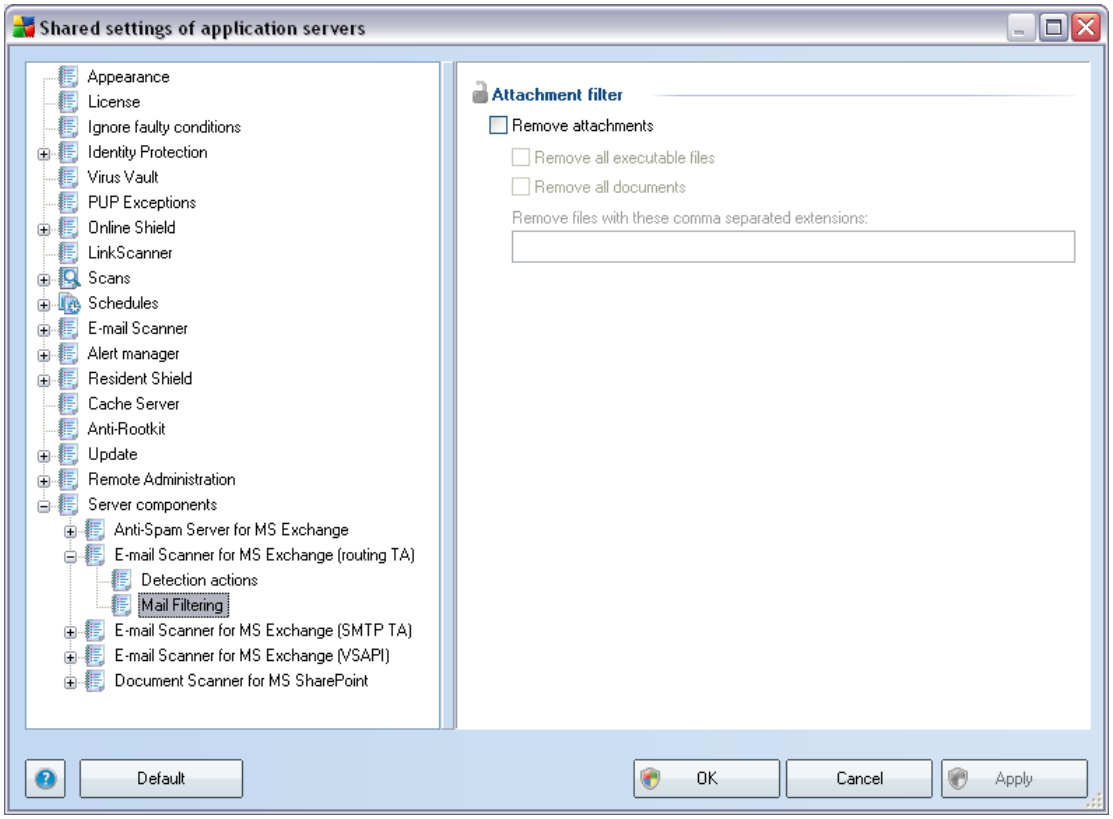
Use the roll-down menu to choose an action for each item:

- ***None*** - no action will be taken.
- ***Move to Vault*** - the given threat will be moved to Virus Vault.
- ***Remove*** - the given threat will be removed.

To select a custom subject text for messages that contain the given item/threat, check the ***Mark subject with...*** box and fill-in a preferred value.

Note: *The last mentioned feature is not available for E-mail Scanner for MS Exchange VSAPI and Document Scanner for MS Sharepoint settings.*

10.3.8. Mail Filtering



In the ***Mail Filtering*** sub-item you can choose which attachments should be

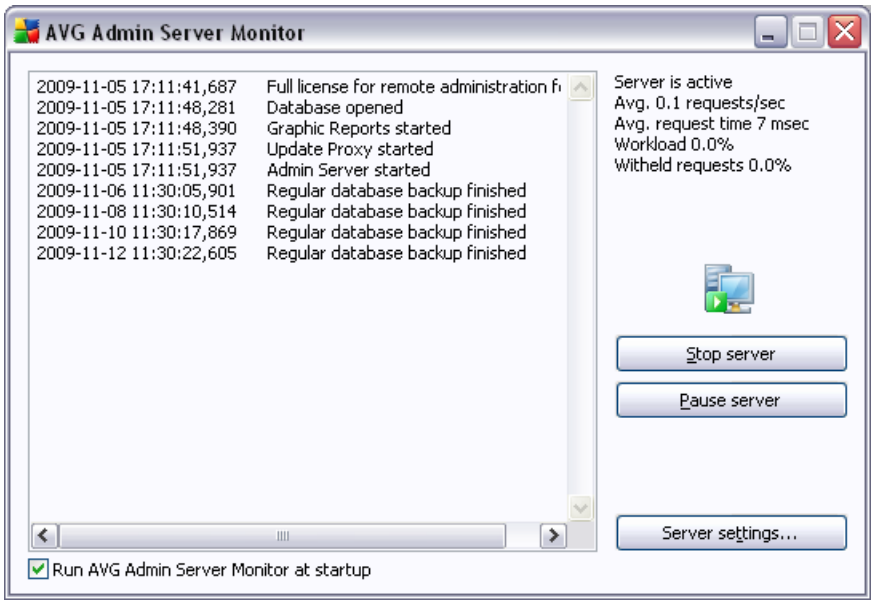
automatically removed, if any. The following options are available:

- ***Remove attachments*** - check this box to enable the feature.
- ***Remove all executable files*** - removes all executables.
- ***Remove all documents*** - removes all document files.
- ***Remove files with these comma separated extensions*** - fill the box with file extensions you wish to automatically remove. Separate the extensions with comma.

10.4. AVG Admin Server Settings

The **AVG Admin Server Monitor** is a part of the **AVG Admin Server** installation. The AVG Admin Server Monitor displays an icon on the system tray, and the icon's color indicates the AVG Admin Server status. Double click on the icon to open the AVG Admin Server Monitor dialog with basic information on the server activities.

If there is no icon available, you can start the AVG Admin Server Monitor from the Windows start menu ***All programs/AVG Remote Administration*** by selecting ***AVG Admin Server Monitor.***


AVG Admin Server Monitor
2009-11-05 17:11:41,687 Full license for remote administration f
2009-11-05 17:11:48,281 Database opened
2009-11-05 17:11:48,390 Graphic Reports started
2009-11-05 17:11:51,937 Update Proxy started
2009-11-05 17:11:51,937 Admin Server started
2009-11-06 11:30:05,901 Regular database backup finished
2009-11-08 11:30:10,514 Regular database backup finished
2009-11-10 11:30:17,869 Regular database backup finished
2009-11-12 11:30:22,605 Regular database backup finished
Server is active
Avg. 0.1 requests/sec
Avg. request time 7 msec
Workload 0.0%
Witheld requests 0.0%
Stop server
Pause server
Server settings...
Run AVG Admin Server Monitor at startup

The AVG Admin Server Monitor dialog contains the following control buttons:

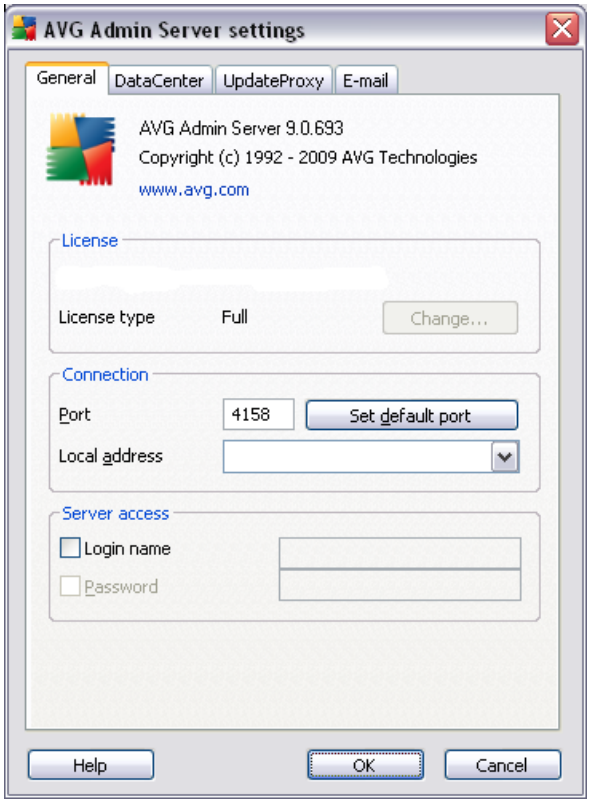
- ***Stop server*** – allows you to stop the AVG Admin Server.
- ***Pause server*** – allows you to pause the AVG Admin Server, and continue its running.

- ***Server settings*** – allows you to set up the AVG Admin Server configuration.

If you prefer not to automatically launch the **AVG Admin Server Monitor** at Windows system startup, you can uncheck the checkbox ***Run AVG Admin Server Monitor at startup*** (not recommended).

10.4.1. General tab

This tab offers the following options:



- ***License*** section

  Click the ***Change*** button to insert a new license number and/or your personal/ company details.

  This license number must correspond to the network license, i.e. the remote administration support must be active.

- ***Connection*** section

  Here you can change the port number and local address.

  - ***Port*** - the default port value is 4158. You can reset the default value any time by pressing the ***Set default port*** button.

- ***Local address*** - specify the local address for incoming connections. The default value is empty, meaning any local address. If the specified name resolves to more than one address, then the first available one is used (the server tries all of them).

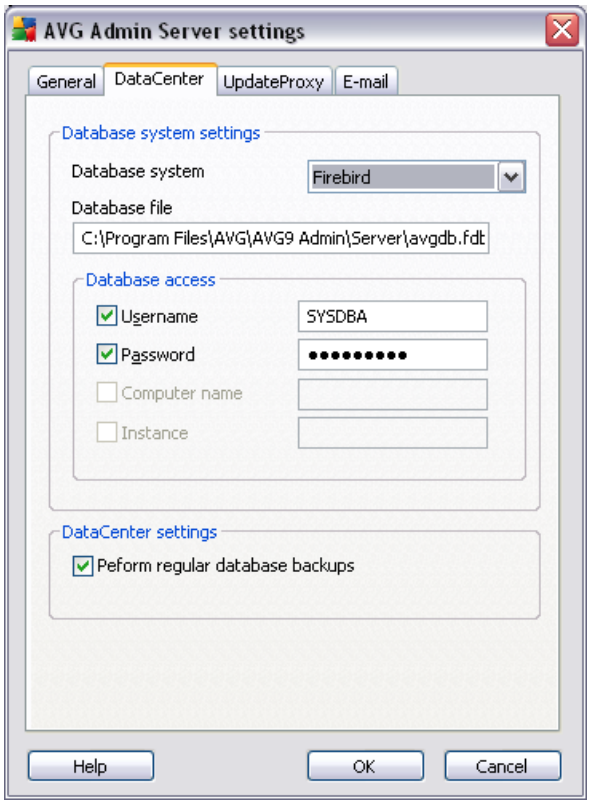
- ***Server access*** section

  In this section you should fill in a chosen username and password for access to the AVG DataCenter. The values are optional, but we recommend setting them up to increase security.

  Note: This username and password apply for connecting stations to the AVG DataCenter. In other words, these values must be correctly filled when connecting stations to the AVG DataCenter (either via the AVG Network Installer Wizard or manually).

10.4.2. DataCenter tab

This tab offers the following options:



Database system settings section contains database options. To change the ***database system***, choose a different one from the drop down list.

- ***Firebird***

This database engine is appropriate for smaller networks with up to 150 stations. The database is a standard part of AVG Internet Security Business Edition installation.

To change location of the database file, you can change the path in the ***Database file*** field.

- ***MS SQL Server Express***

  A reduced version of the **Microsoft SQL Server**, it can serve up to 1000 stations. The product is not a standard part of AVG Internet Security Business Edition. Its usage is not limited by any commercial license.

  To change the database name insert a custom value into the ***Database name*** field.

- ***MS SQL Server***

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Business Edition and its usage is bound to the Microsoft SQL Server license.

  To change the database name insert a custom value into the ***Database name*** field.

- ***Oracle***

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Business Edition and its usage is bound to a commercial license.

- ***MySQL***

  This engine can serve over 1000 stations in large networks. It is not a standard part of AVG Internet Security Business Edition and a commercial license may be needed for use in a commercial environment.

The ***Database access*** section allows you to change the following parameters (not available for all database engines):

- ***Username*** - a database username chosen for the database creation during the AVG Admin Deployment Wizard.
- ***Password*** - a database password chosen for the database creation during the AVG Admin Deployment Wizard.
- ***Computer name*** - type in the computer name with the database.
- ***Instance*** – refers to a particular SQL Server/Oracle installation, if there is more than one instance installed on the station.

The ***DataCenter settings*** section contains the following option:

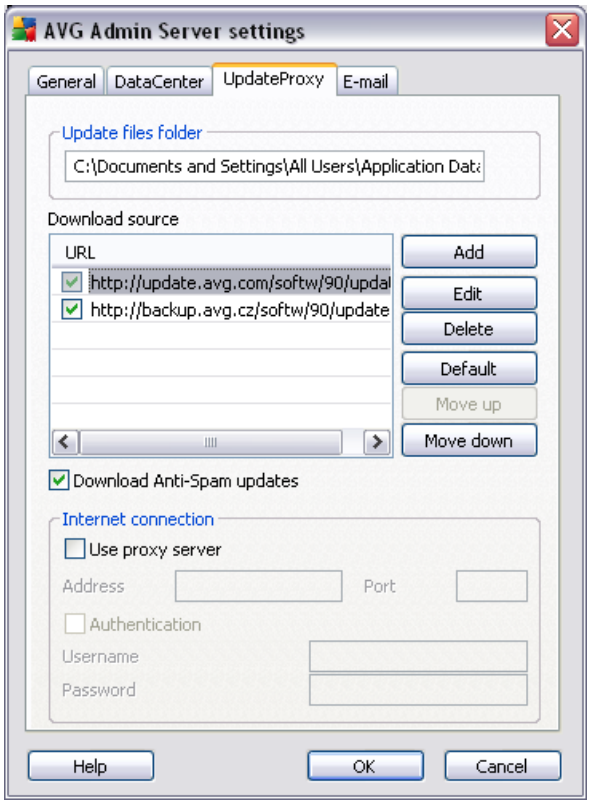
- ***Perform regular database backups*** - if checked, the AVG Admin Server will automatically create the database backup. The backup files are stored in the following location:

  C:\Documents and settings\All users\Application Data\AVG9\Admin Server Data\AutoDatabaseBackup

  The folders are named in the format YEAR-MM-DD TIME for easier differentiation.

10.4.3. UpdateProxy tab

This tab offers the following options:



- ***Update files folder*** - fill in a complete pathname (e.g. c:\AVGUpdate) to the directory, where the downloaded update files will be stored.

- ***Download source***

  Contains list of available update servers sorted according to priority. The server on the top will be used first. Possible options are as follows:

  Add - will open a dialog for adding a new update server.

Edit - will allow you to edit the selected entry.

Delete - will delete the selected entry.

Default - will restore the original update server settings.

Move up - allows you to increase the priority of a server.

Move down - allows you to decrease the priority of server.

You can also check or uncheck certain entries. The AVG Admin Server will consider only checked entries.

- ***Download Anti-Spam updates*** - If you do not wish to download Anti-Spam updates, uncheck this option.

  Note: *Anti-Spam updates are downloaded directly from the Mailshell servers.*

  Additional information about the Anti-Spam updates can be found in the ***Configuration/Shared Settings for Stations/Groups/Anti-Spam*** chapter.

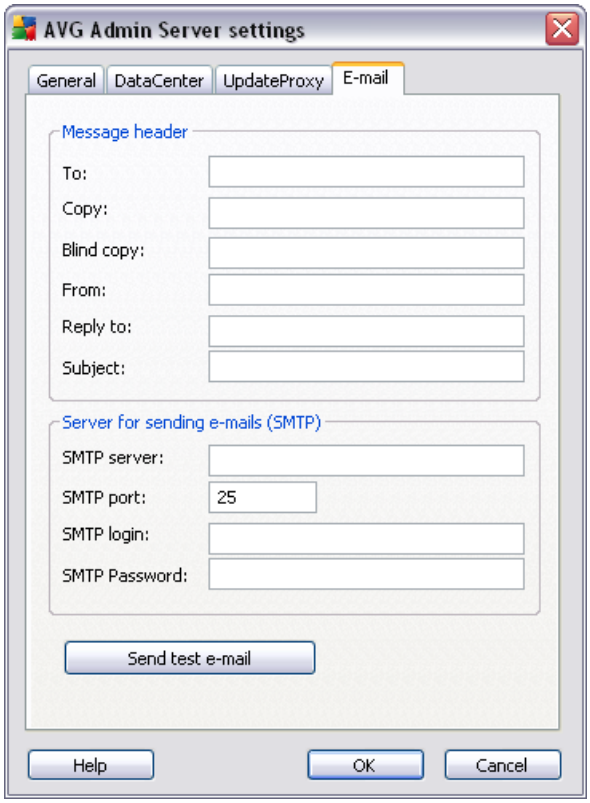
- ***Internet connection***

  If you require a proxy server in your network, you can fill in the details here. Check the ***Use proxy server*** checkbox and enter your proxy server ***Address*** and ***Port*** number.

  If the server requires login for successful connection, check the ***Authentication*** checkbox and fill in the username and password.

10.4.4. E-mail tab

This tab offers the following options:



To be able to send ***Graphic reports*** by e-mail or receive notifications, you need to configure this tab first.

Note: *The crucial fields to be filled are located in the* ***Server for sending e-mails (SMTP)*** *section (see below). You will be allowed to select other fields (To/Subject/ Body) also during the Report Schedule Definition Wizard, but all values you will enter here will be considered as default.*

The ***Message header*** section contains these fields:

- ***To*** - specify one or more e-mail addresses that the report(s) will be sent to. Separate individual items by a comma. This field can also be filled during Report Schedule definition.
- ***Copy*** - An optional value. Specify one or more e-mail addresses that the report (s) will be sent to. Separate individual items by a comma.
- ***Blind copy*** - An optional value. Specify one or more e-mail addresses that the report(s) will be sent to as a blind copy (no other recipients will see these addresses). Separate individual items by a comma.

- ***From*** - An optional value. Specify the sender's e-mail address and/or sender's name and e-mail address in angle brackets <user@address.com>
- ***Reply to*** - An optional value. Specify a reply e-mail address.
- ***Subject*** - enter some text to recognize the reports.

The ***Server for sending e-mails (SMTP)*** section contains these customizable fields:

- ***SMTP server*** - insert your SMTP server address (can be an IP address or a domain name).
- ***SMTP port*** - specify the SMTP server port number. Default value is 25.

If your SMTP server requires authentication for sending e-mails, enter the login details below:

- ***SMTP Login*** - specify username.
- ***SMTP Password*** - specify password.

To verify the e-mail properties you can optionally use the ***Send test e-mail*** button to send a test message to the predefined e-mail recipient(s) via the entered SMTP server.

Confirm all changes of the server configuration by the ***OK*** button. However, the changes are applied after the server launches again with the new configuration. If the **AVG Admin Server** is running, a dialog will prompt you to restart the server (note that the server will be inaccessible for some time during the restart).

10.5. Connection String

Stations are connected to the AVG DataCenter via a so called **connection string**. This string consists of your **AVG Admin Server** address and a port number. For example:

localhost:4158

To connect a station to the AVG DataCenter (and manage it via the AVG Admin Console), the ***Remote Administration*** component has to be installed on your station (s). During installation of this component, you will be asked for the connection string to the AVG DataCenter. Once the station is connected to the AVG DataCenter, you will be able to manage the station from the **AVG Admin Console**. The connection string can be changed later on in the AVG User Interface (menu Tools/Advanced Settings) on the station.

To connect to an AVG DataCenter from the AVG Admin Console, follow these steps:

1. In the **AVG Admin Console** click on the upper menu DataCenter and select the

Connect to AVG DataCenter item.

2. Enter a new server address and port number, alternatively also a username and password, if required.

3. Confirm your choice by clicking the ***OK*** button.

10.6. Proxy Server

This chapter describes internet proxy server related issues.

Generally, the proxy server term refers to a server, typically on a private network that allows access to external network resources.

Within the AVG Internet Security Business Edition, you have basically two options for proxy server usage:

1. Use your own proxy server to connect to the AVG update servers. In this case, you need to define the proxy server settings for all your stations. To do so, follow these steps:

   - In the **AVG Admin Console** select the ***Shared settings for stations*** item from the upper menu ***Tools***.
   - Navigate to ***Update*** and select the ***Proxy*** item.
   - In the right part of the dialog select ***Use proxy*** and define ***Manual*** or ***Auto*** configuration, depending on your network settings.
   - Click ***OK*** to confirm the changes.
   - Wait until all stations have been synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: Right-click on the ***Stations*** node and from the context menu select ***Synchronize settings***.

2. Deploy the ***UpdateProxy*** role of the **AVG Admin Server** to work as a mediator (i.e. a proxy server) between the official AVG update servers and your stations. It downloads all necessary update files requested by AVG stations connected to your DataCenter. By using this, you will preserve bandwidth. You can also optionally deploy more than one UpdateProxy server and split the load among two or more servers (depending on your network size).

   To deploy the UpdateProxy role to your AVG Admin Server, simply select from the ***Windows Start menu/All programs/AVG 9.0 Remote Administration/ AVG Admin Server Deployment Wizard*** item and in the second step of the wizard tick the checkbox ***UpdateProxy role*** and complete the rest of the steps.

Additionally, if you need to set your internet proxy server to allow the AVG Admin Server to download update files from AVG update servers, follow these steps:

- Open ***AVG Admin Server settings*** from the ***Tools*** menu in the AVG Admin Console.
- Navigate to the ***UpdateProxy*** tab and in the ***Internet Connection*** section check the ***Use proxy server*** option. Fill in your proxy server details and press ***OK*** to confirm your choice.

10.7. AVG Admin Console

10.7.1. Context Menu

If you right-click on the ***Stations*** item in the left tree a new context menu will appear with the following options:

- ***New group*** - allows you to create a new group (more information on groups can be found in the Station groups chapter).
- ***Synchronize settings*** - will ask for immediate synchronization of settings with stations.
- ***Ask to perform program update*** - will ask all stations to start the program update process.
- ***Ask to perform virus database update*** - will ask all stations to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask all stations to use the previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to all stations to remove temporary update files.
- ***Ask for scan results*** - will ask all stations for scan results.

If you right-click on the ***New Stations*** item in the left tree or any existing group a new context menu will appear with the following options:

- ***New group*** - allows you to create a new group (more information on groups can be found in the Station groups chapter).
- ***Edit group*** - allows you to change the group name and description (does not apply for the ***New stations*** group).
- ***Delete group*** - allows you to delete the selected group (does not apply for the

New stations group).

- ***Access control for group***

  If you are using the Full access control feature (***DataCenter*** upper main menu of the AVG Admin Console, ***DataCenter settings*** menu item) and have at least one user account created, you can use this feature to set access rights to the selected group of stations.

  Double-click on one of accounts' names to trigger a roll-down menu (or right-click on it to trigger the context menu with same contents). From there, you can choose the permission type:

  - ***Full access*** - the chosen user account will have the full access to the group.
  - ***Read only*** - the chosen user account will be only able to view the group.
  - ***No access*** - the chosen user account will have no access to the group at all.

- ***Shared settings for group*** - opens shared settings for group.
- ***Shared firewall settings for group*** - opens shared Firewall settings for group.
- ***Synchronize settings*** - will ask for immediate synchronization of settings with stations.
- ***Ask to perform program update*** - will ask all stations to start the program update process.
- ***Ask to perform virus database update*** - will ask all stations to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask the selected station to use previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to all new stations to remove temporary update files.
- ***Ask for scan results*** - will ask all stations for scan results.

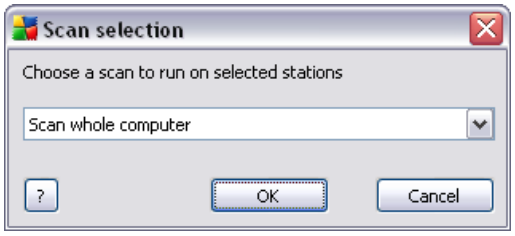
Other right-click context menu controls are available when used in the current view section (right-clicking on a station):

- ***Add to group*** - will add the selected station to a group.
- ***Remove from group*** - will remove the selected station from an user-created group.

- ***Delete station*** - will delete the station from the AVG DataCenter.
- ***Settings*** - will open the Station settings dialog.
- ***Firewall settings*** - will open the Firewall settings for station dialog.
- ***Synchronize settings*** - will ask for immediate synchronization of stations' settings with the AVG DataCenter.

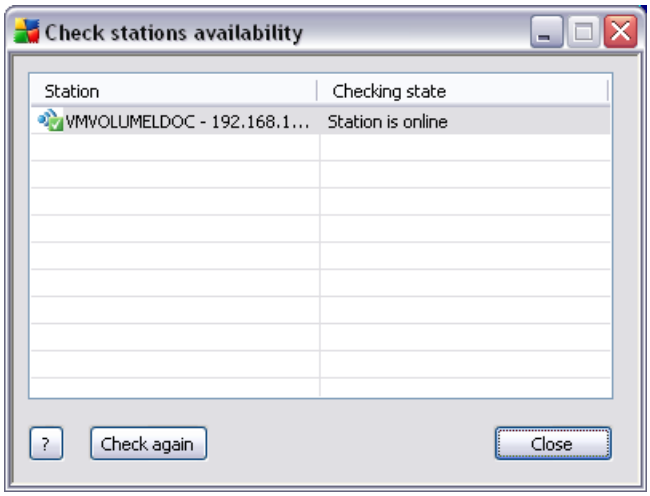
All tasks item contains these sub items:

- ***Ask to perform program update*** - will ask the selected station to start the program update process.
- ***Ask to perform virus database update*** - will ask the selected station to start the virus database update process.
- ***Ask to rollback last anti-virus database update*** - will ask the selected station to use previous virus database version and disregard the last one.
- ***Delete temporary update files*** - sends request to selected station(s) to remove temporary update files.
- ***Ask for scan results*** - will ask the selected station for scan results.
- ***Show the infected test results*** - will show only test results with infections of the selected station.
- ***Launch Scan on the selected stations***



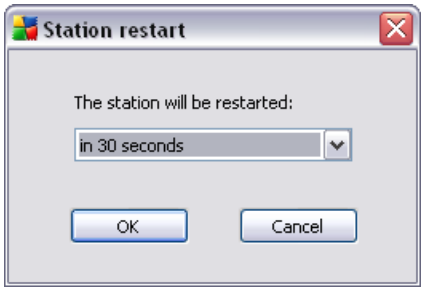
A new dialog will appear. Choose from the roll-down menu, whether you want to Scan whole computer, launch a Scheduled scan, or Anti-Rootkit scan. then press OK to send your request to the selected station.

- ***Refresh components state*** - will refresh the state of all components.
- ***Check stations availability***



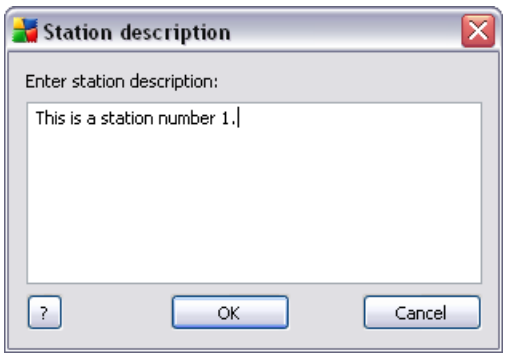
This dialog allows you to find out, which stations are available (online) and which are not (offline). You will see each station's state in the column to the right of its name. To check availability again, press the ***Check again*** button, or double-click the station's name.

- ***Station restart***



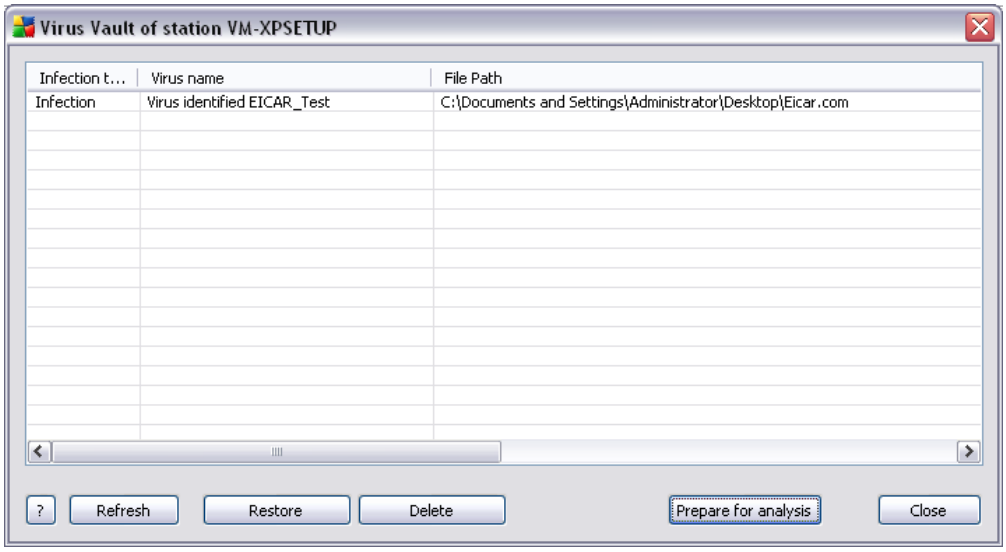
This dialog lets you restart the selected station. Choose the preferred delay from the roll-down menu.

- ***Station description***



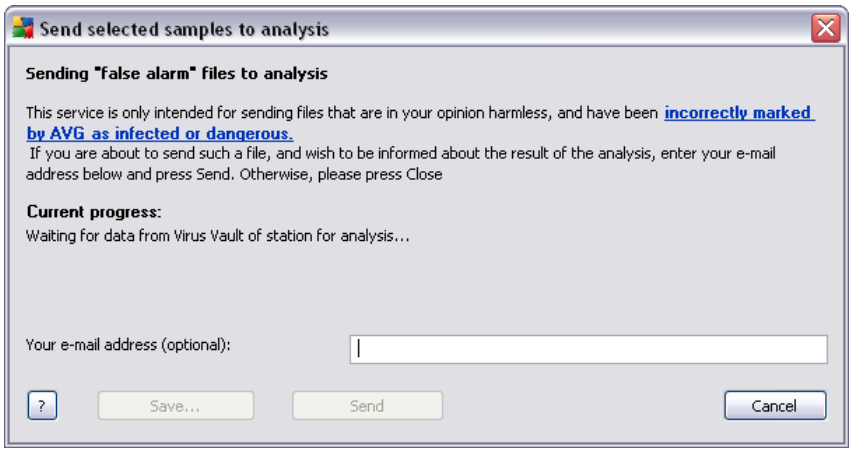
Simply enter brief description of the selected station into this dialog's text box and press OK.

- ***Ask station for its description*** - will ask the selected station for its description. If available, the description will be displayed in the ***Description*** column.
- ***Show Virus vault*** - will show the Virus vault content of the selected station.



Use the ***Refresh*** button to obtain the most current Virus Vault findings. To work with individual threats, use one of the following buttons:

- ***Restore*** - select a threat or threats you wish to restore on the station and click this button.
- ***Delete*** - use this button to delete the selected threat(s).
- ***Prepare for analysis***


Send selected samples to analysis
Sending "false alarm" files to analysis
This service is only intended for sending files that are in your opinion harmless, and have been incorrectly marked by AVG as infected or dangerous.
If you are about to send such a file, and wish to be informed about the result of the analysis, enter your e-mail address below and press Send. Otherwise, please press Close
Current progress:
Waiting for data from Virus Vault of station for analysis...
Your e-mail address (optional):
?
Save...
Send
Cancel

If you suspect or know that a file or files were incorrectly marked by AVG as infected or dangerous on one of your stations, you can use this function to send such file(s) for virus analysis to AVG VirusLab.

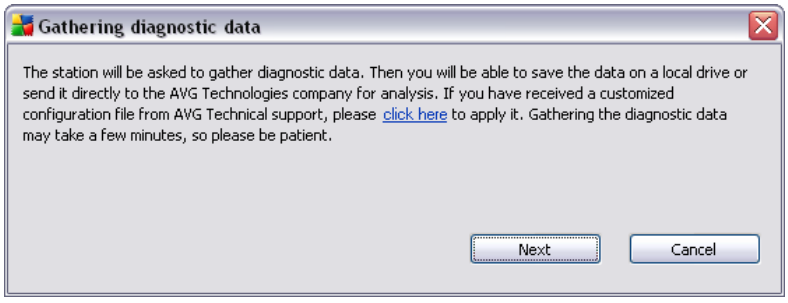
If you wish to receive results of the analysis, please provide a working e-mail address in the available field.

To confirm and send the sample(s) click the ***Send*** button.

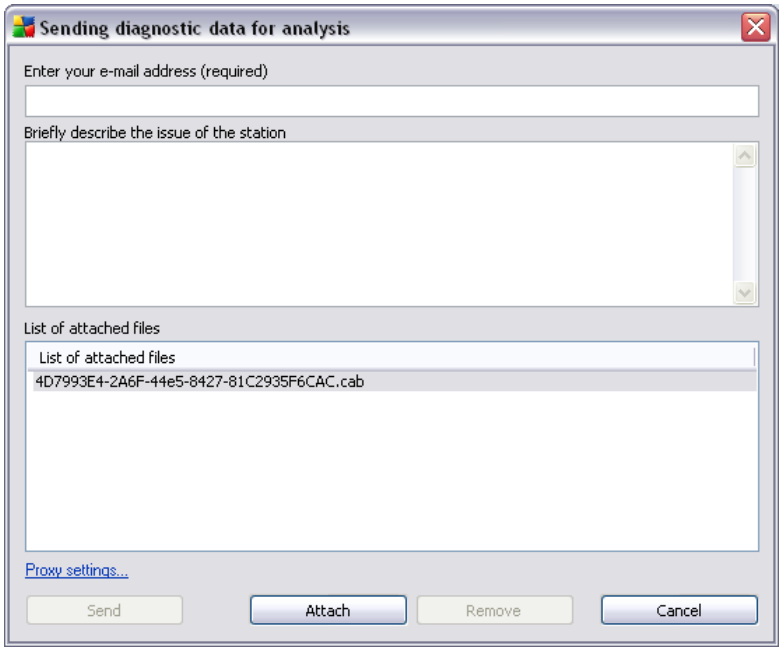
You can also save the chosen sample to a folder in an encrypted form with the ***Save*** button for later processing (e.g. manual sending via e-mail etc.).

Note: *This function is available only for AVG 9.0 stations.*

- ***Show Firewall log*** - will show the Firewall communication log from the selected station.
- ***Show events of the selected station*** - will show events related to the chosen station.
- ***Gather diagnostic data*** - asks the selected station for diagnostic data which you can either send directly to the AVG Technical support or save locally for further processing:


Gathering diagnostic data
The station will be asked to gather diagnostic data. Then you will be able to save the data on a local drive or send it directly to the AVG Technologies company for analysis. If you have received a customized configuration file from AVG Technical support, please click here to apply it. Gathering the diagnostic data may take a few minutes, so please be patient.
Next
Cancel

Click the ***Next*** button to start downloading the diagnostic data. It may take a while to download all the necessary data, so please be patient. Once finished, you will experience the following dialog:



Fill in your e-mail address and briefly describe your problem with the station to the next field. If you need to enclose some additional files (e.g. a screenshot or some logs previously requested by AVG Technical support), use the ***Attach*** button to choose them now. To remove an unwanted attachment, select it and use the ***Remove*** button.

If you use proxy server in your network, fill in also your proxy server details by opening the ***Proxy settings*** dialog.

To complete the process click the ***Send*** button.

10.7.2. Station Groups

The administrator can define station groups as the need arises. All objects included in the group then take the configuration set up for this group.

This way the administrator can define the group configuration, and change the configuration previously set for a specific station by simply assigning the station into a group. Station assignments into groups make administration much easier, and should be used if the number of stations exceeds the number of records for one screen (i.e. approximately 20-25 objects).

The procedure of creation and administration of station groups is the same in both cases. The following text describes the respective procedure for stations:

- ***Create a new group***

  To create a new group, follow these steps:

  - In the navigation tree right-click on the ***Stations*** group.
  - From the context menu select the ***New group*** item, and specify its name
  - Press the Enter button to confirm the creation of the group

  Immediately after creating the group, a new shared settings object is created in the AVG DataCenter that can be further edited. All members of the new group then automatically share this object's configuration.

- ***Delete a Group***

  The Delete group procedure is analogical to the group creating:

  - Click the right mouse button over the name of the group that you want to delete
  - From the newly-opened context menu select the ***Delete group*** item

  Using the same context menu you can also rename groups (through the ***Edit group*** item).

- ***Moving stations between groups***

  You can quickly move one or multiple stations between individual groups. To do so, select one or more stations, click left mouse button and while holding it, drag the cursor to the target group and release to complete.

  Stations can be assigned into a station group also using the context menu ***Add to group*** item. You can highlight and assign more stations at once.

The ***New stations*** group is a specific system group that cannot be deleted. Stations newly connected to the AVG DataCenter are automatically assigned to this group, unless you choose to assign them to a different group during remote installation. All stations are visible in the top ***Stations*** group.

11. How to...

This chapter describes how to do selected tasks in AVG Internet Security Business Edition. Currently covered topics:

- How to connect stations to AVG DataCenter
- How to migrate stations from/to different Datacenter
- How to synchronize stations
- How to solve update related issues
- How to install AVG remotely on Windows XP Home
- How to change user interface language
- How to Control station users actions
- Requests handling and status messages
- How to manage access rights
- How to maintain the DataCenter database
- List of AVG Setup Parameters

Note: *If you experience any problems with the remote administration/installation/ connection even after reviewing the chapters below, please try to find the correct answer in the FAQ (Frequently Asked Questions) located at http://www.avg.com.*

11.1. How to Connect Stations to AVG Datacenter

You have basically two options for connecting stations to your AVG DataCenter:

- ***AVG Network Installer Wizard***
- ***Manual connection***

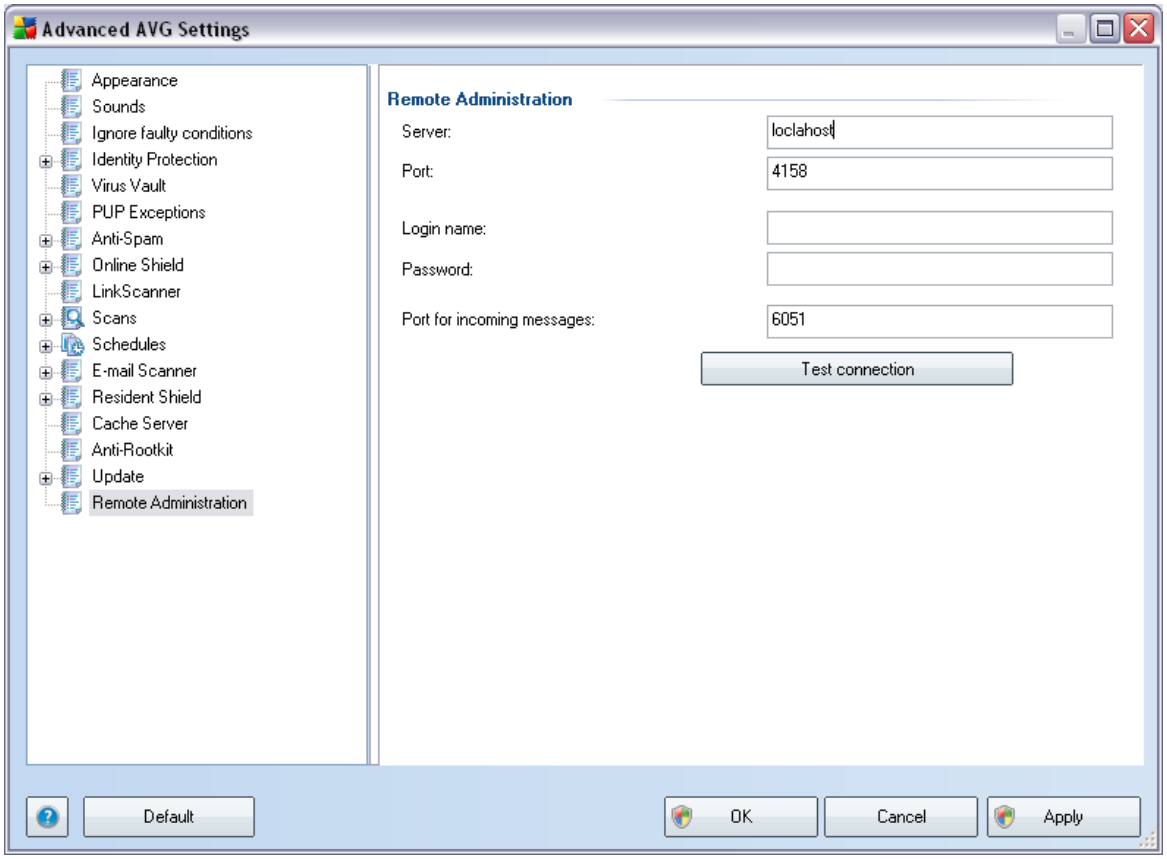
11.1.1. Connecting Stations Manually

Directly, you can install AVG manually on every single station/server in the network, and then connect them (manually) to the AVG Internet Security Business Edition. This option can be used for all Windows platforms.

To be able to successfully manage your AVG stations remotely, you must include the ***Remote Administration*** component during the **AVG** installation process. Once this component is correctly installed, you must manually specify the correct AVG DataCenter Connection String.

For more information about the Connection String see chapter ***Connection String***.

For a detailed description of **AVG** installation please refer to the AVG 9.0 Internet Security (or your appropriate edition) User Manual; available for download in the ***downloads*** section of AVG website (http://www.avg.com).



Note: *You can also insert the AVG DataCenter connection string directly during AVG installation on the station.*

To insert the string on the station, open the AVG User Interface and navigate to the Advanced settings (via upper menu ***Tools/Advanced Settings***). Select ***Remote Administration*** group.

In the right part of the dialog fill in the following entries:

- ***Server*** - enter your AVG DataCenter server name or IP address.
- ***Port*** - enter your AVG DataCenter server port (default is 4158).

If your AVG DataCenter requires username and password for connection, also fill in these details:

- ***Login name*** - enter username.
- ***Password*** - enter password.

We recommend keeping ***Port for incoming messages*** with the default value.

Enter all required information and then use the ***Test connection*** button to verify the connection. If it fails, consult the ***Network requirements*** chapter for a possible solution.

As an alternative, you may consider using AVG Settings Manager for applying settings on individual stations manually.

11.2. How to Migrate Stations from/to Different DataCenter

This chapter describes migration of stations from a different AVG DataCenter. The following two topics are covered:

- Importing Stations and Settings from AVG DataCenter 8.5
- Migrating Stations to another AVG DataCenter

11.2.1. Importing Stations and Settings from AVG DataCenter 8.5

Although the new version of AVG Internet Security Business Edition is backward compatible with the previous version, you can also import AVG DataCenter 8.5 stations via the AVG Admin Deployment Wizard during creation of a new database.

Importing procedure:

1. Prepare an export of your AVG DataCenter 8.5.

   To do so, open AVG Admin Console 8.5 and from the menu ***DataCenter*** select ***Database Export***. Choose a desired folder and press ***OK***.

   Note: *The target folder should be empty, since multiple files will be exported.*

2. Open the ***AVG Admin Deployment Wizard 9.0***. Choose to create a new empty DataCenter Database and during the ***Data import*** step, select the folder into which you exported your former 8.5 data.

3. Finish the deployment process as usual.

11.2.2. Migrating Stations to another AVG DataCenter

In order to move your stations to a different **AVG Datacenter** you need to firstly deploy the **AVG Admin Server** to a different computer (if you have not done so already).

Once you have your new AVG Datacenter ready, you need to provide a new connection string for all stations you wish to connect to it.

To reflect the new settings of your stations, follow these steps:

1. In the **AVG Admin Console** select ***Tools*** from the upper main menu and choose the ***Shared settings for stations*** item.

2. Select the ***Remote Administration***.

3. Fill in the new server address and port number. Close the dialog by clicking the ***OK*** button.

4. Wait until all stations get synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: In the navigation tree right-click on the ***Stations*** node and select ***Synchronize settings*** from the context menu.

To verify successful migration of the stations, connect to your **new** AVG DataCenter:

1. In the **AVG Admin Console** click on the upper menu ***DataCenter*** and select the ***Connect To AVG DataCenter*** item.

2. Enter the new server address and port number, alternatively also a username and password, if required.

3. Confirm your choice by clicking the ***OK*** button.

You can also export the whole existing content of your AVG DataCenter and then import it to the newly created one. To do so, follow these steps:

Note: *This procedure applies to version 9.0!*

1. To export the existing AVG DataCenter content navigate to the ***DataCenter/ Database export*** upper menu item.

2. You will be asked to choose a destination folder. Once you confirm your choice, the export will begin.

3. To import the data back to a new AVG DataCenter, start ***AVG Admin Server Deployment Wizard*** on the server, where you wish to import the data back. Go through the wizard and in the *Database update/creation* step select ***Create new empty DataCenter database***.

4. Continue to the *Data import* step, check the ***Import data into the database from folder*** checkbox and fill-in the path to the recently exported/saved backup folder.

5. Confirm your choice and finish the wizard. Upon its completion, the original data will be available in the new AVG DataCenter.

11.3. How to Synchronize Stations

The synchronization process is described in the ***AVG Admin Console/ Synchronization process*** chapter.

11.4. How to solve Update related issues

If your stations are not up-to-date, you may need to verify, that they are correctly connected to your DataCenter and if updates can be triggered remotely. We recommend following these steps:

First try to update the stations manually to see, if the stations are responding correctly. To do so, in the **AVG Admin Console** right-click on the ***Stations*** node or a particular station in stations view and from the context menu select ***All tasks/Ask to perform virus database update*** item. Watch the status window in the AVG Admin Console and check for error messages.

To be completely sure, that the update was successful, synchronize the settings (right-click on the ***Stations*** node or a particular station in a stations view and from the context menu select ***All tasks/Refresh component states***) and then open the ***Versions*** tab in the ***stations*** view. Here you can see, if all databases have been updated.

If the update went correctly, but after some time the stations become out-of-date again, check the following settings:

1. From the upper menu ***Tools*** select the ***Shared settings for stations*** item.

2. Navigate to the ***Schedules*** and select ***Virus database update schedule***.

3. In the right part of the dialog verify, that the ***Enable this task*** checkbox is ticked and also, that the schedule is predefined the way you require it. Click ***OK*** to close the dialog and confirm the changes.

   Note: *You should repeat this action also for* ***Program update schedule***.

4. Right-click on the ***Stations*** node or a particular station in a stations view and from the context menu select ***Synchronize settings***.

If you received an error during the previous steps, or your stations still show non-compliant conditions as far as the updates are concerned, try to continue with these steps:

1. From the upper menu ***Tools*** select the ***Shared settings for stations*** item.

2. Navigate to the ***Update*** and select ***URL***.

3. In the right part of the dialog verify, that the correct update addresses are entered. I.e. if you're using the UpdateProxy role of the AVG Admin Server, your AVG Admin Server address should be visible. Otherwise, you should see the default AVG update servers (see below).

4. Correct the addresses, if needed, and click ***OK*** to confirm the changes.

5. Wait until all stations get synchronized. (Default synchronization period is 60 minutes.)

Alternatively, you can force immediate synchronization of all stations: Right-click on the ***Stations*** node and from the context menu select ***Synchronize settings***.

If you are not getting updates to your AVG Admin Server UpdateProxy at all and your Internet connection is working correctly, try to check the AVG Admin Server status page first. To do so open your AVG Admin Server IP address or domain name with the correct port number (default is 4158) in your web browser. For example:

http://localhost:4158/

In the **UpdateProxy server role** section you will find the UpdateProxy status as well as download/upload statistics.

If this seems to be incorrect or you still think that there is an error, try to deploy the UpdateProxy role of the AVG Admin Server again. To do so, run the AVG Admin Server Deployment Wizard again - follow the steps described in the AVG Admin Deployment Wizard chapter.

In the **Configuration of update servers** step, check that the update server is set correctly. Default update servers are as follows:

Primary update server address:

http://update.avg.com/softw/90/update

Backup update server address:

http://backup.avg.cz/softw/90/update

Finish the Wizard by confirming all steps.

11.5. How to install AVG remotely on Windows XP Home

Remote installation on stations with Windows XP Home operating system requires manual installation and start of the AVG Agent service (if it is not already running on the station).

The AVG Agent application is available in every AVG Internet Security Business Edition installation. Assuming your installation drive is C:, the path to the application would

be:

C:\Program Files\AVG\AVG9 Admin\Console

For the AVG Agent to function properly, you need to copy the following files to your station first:

avgagent.exe

avgagent_cz.lng

avgagent_fr.lng

avgagent_ge.lng

avgagent_it.lng

avgagent_pb.lng

avgagent_us.lng

Once done, navigate to the folder where you saved the AVG Agent on your station and run the following command:

avgagent.exe -install -start

Once the AVG Agent is installed, you will be able to proceed with remote installation of AVG.

More information on remote installation can be found in the AVG Network Installer Wizard Basic Mode chapter.

11.6. How to Change User Interface Language

During installation of AVG you have the option to choose the user interface language you prefer. If, for some reason you need to use the application also in a different language, you can change it by following this procedure:

When starting AVG components, it is possible to use this command line parameter to change the language of the user interface:

Parameter	**Meaning**
/LNG=*xxxx*	If the required language version is available, it will be used. Otherwise the application will choose the language according to the operating system language. The possible values are:

	CSY – Czech user interface **ENU** – English user interface **DEU** - German user interface **FRA** - French user interface **PTB** - Brazilian Portuguese user interface **ITA** - Italian user interface

Example usage:

From the Windows Start menu choose Run and enter your requested component with path and appropriate parameter. For example:

Note: *We assume that you have installed AVG to the following destination:*

C:\Program Files\AVG\AVG9 Admin

If not, change the paths below accordingly.

To start **AVG Admin Console** in German language:

"C:\Program Files\AVG\AVG9 Admin\Console\AVG9AdminConsole.exe" /lng=deu

To start **AVG Network Installation Wizard** in German language:

"C:\Program Files\AVG\AVG9 Admin\Console\AVG9NetworkInstaller.exe" /lng=deu

To start **AVG Admin Deployment Wizard** in German language:

"C:\Program Files\AVG\AVG9 Admin\Console\AVG9AdminServerWizard.exe" /lng=deu

To start **AVG Admin Server Monitor** in German language:

"C:\Program Files\AVG\AVG9 Admin\Console\AVG9AdminServerMonitor.exe" /lng=deu

11.7. How to Control station users actions

This chapter shortly describes examples how an administrator can remotely control actions of AVG users on stations.

By default, all actions within AVG user interface are allowed to be changed/interrupted by user on the local station.

There are three main ways how to manage users' access:

- ***Allowed actions***

  It is possible to disallow access to different actions on a local station by managing allowed actions - for more information see chapter ***Configuration/ Shared Settings for Stations/Groups/Allowed Actions***.

- ***Mandatory settings***

  The mandatory/monitored settings can be used for disabling/enabling various actions within the station settings. By marking an item as mandatory, the user on the local station will not be able to customize it.

  For more information see chapter ***Configuration/Shared Settings for Stations/ Groups/General control and priority levels***.

- ***Scheduled scan cancellation***

  You can decide, whether you want to allow the local user to stop a running scheduled scan or not. This can be done via Shared settings for stations/groups or in the individual station settings. To do so, navigate to ***Schedules/ Scheduled scan*** item and in the right part of the dialog tick the ***User can stop a running task*** checkbox.

11.8. Requests handling and status messages

This chapter describes requests, their handling and processing within AVG DataCenter.

- ***Requests sent to a single station***

  If a request is invoked from AVG Admin Console (e.g. request for settings synchronization, update performing, etc.) a message appears in the Status Window and at the same time, the request is stored within the AVG DataCenter.

  Then the station is notified about the request and if it is online, it will start processing it immediately. Information about the result is delivered back to the AVG DataCenter and instantly displayed in the Status window. Error messages appear in red color.

  In special cases two situations may happen:

  - The station is online but for some reason cannot accept the request (e.g. notification port is not working correctly for some reason), the server will try to periodically delivery the request (default interval is five minutes).

    Note: *This interval can be changed in Shared settings for stations/groups, Remote Administration item, advanced settings section,* ***Retrieve messages from server every*** *drop down menu.*

- The station is offline and will receive the request immediately after it gets online.

In case of special request that requires more time, the status window will display a message saying, that the station has started processing the request and as soon as it finishes also the result.

- ***Requests sent to groups/all stations***

  Some requests can be sent to a group or all stations (by right-clicking on a group name or on stations item and choosing and action from the context menu).

  Such request is stored in the AVG DataCenter and then distributed by AVG Admin Server to individual stations of the chosen group. Also the result is later displayed individually for each station.

- ***Duplicated requests***

  If a same request is sent multiple times to a station, it is not stored in AVG DataCenter and the station will only process the first one.

  This applies also to offline stations. In other words there is no need to send more than one request, since the duplicated requests are disregarded.

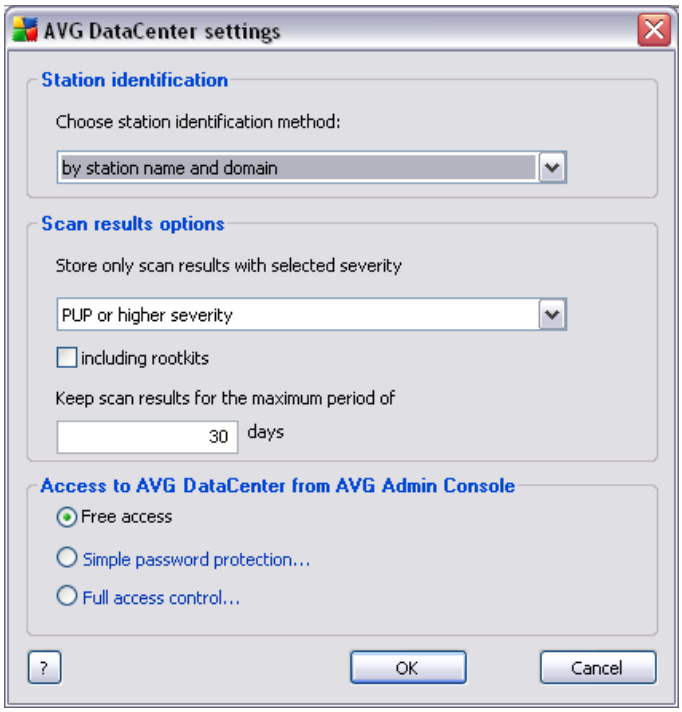
- ***Requests expiration***

  Requests, which are not processed in 30 days are deleted from the AVG DataCenter.

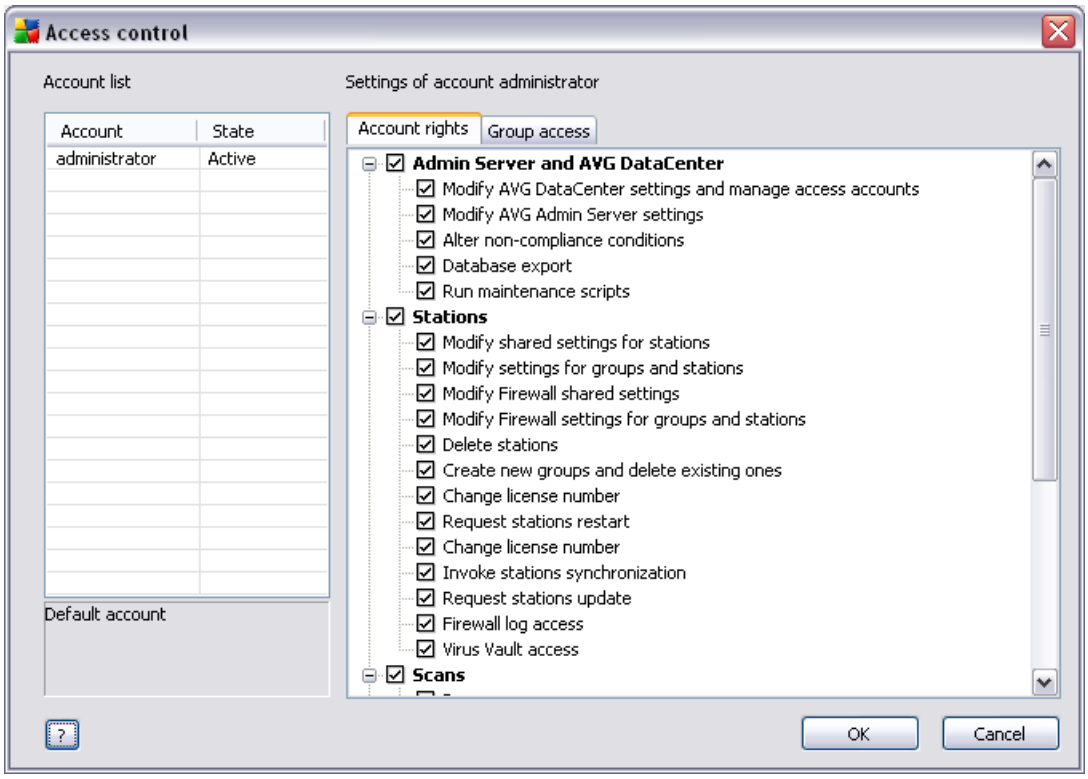
11.9. How to manage access rights

If you require more people to access AVG Admin Console and administer stations/ settings on a different level, you can create various user accounts with miscellaneous access rights.

To manage access to the AVG DataCenter via AVG Admin Console, navigate to the DataCenter upper menu and select ***AVG DataCenter settings*** item.



At the bottom of the dialog choose ***Full access control*** option. A new dialog will appear:



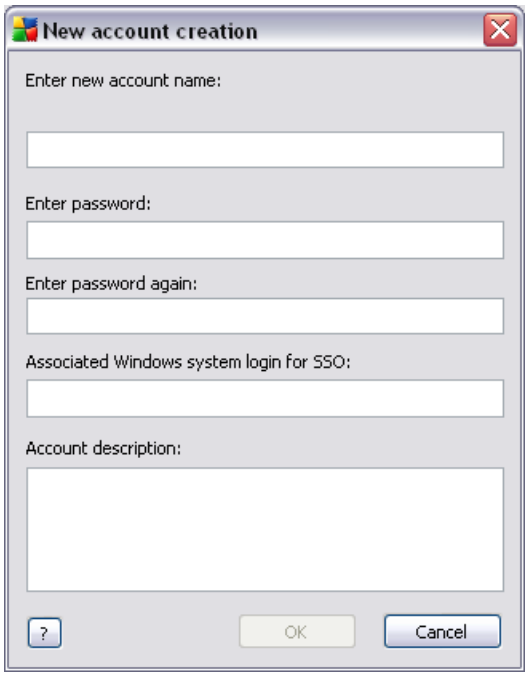
The ***Account list*** section contains list of currently available usernames and their states. By default, there is only one account available - administrator with a blank password. If you intend keeping this account for further use, we strongly recommend to choose a proper password first (see below how to do this). The right-mouse button context menu has the following options:

- ***Active***

  If you right-click on an existing account name, you will be able to activate or deactivate it by this function. Please note, that you need to have at least one account active!

- ***New Account***

  Select this option to create a new user account:



Enter the account name and password (twice for verification).

The ***Associated Windows system login for SSO*** field can be used for entering an existing Windows system login name. If you then logon to Windows under this username, you will also be able to login to the AVG DataCenter without entering any password. Note, that the account name or password does not have to be the same, as the Windows system login name.

Optionally, you can add some account description.

- ***Edit Account***

  This option will allow you to edit an existing account.

- ***Clone Account***

  Right-click on an existing account and choose this option to clone its settings into a new one. You will be required to enter new account name, password etc.

- ***Delete Account***

  This option will allow you to delete an existing account.

To each account corresponds number of account rights and group access options. By default, all actions are preset as allowed. To change the settings, simply click on the account name you wish to change and modify the items in the right part of the dialog, either on the ***Account rights*** tab, or the ***Group access*** tab.

- ***Account rights tab***

  This tab contains list of actions available for the chosen account name. To forbid an action, uncheck the checkbox next to its name. If you uncheck the checkbox next to the name of category (like Stations, Scans etc.), you will forbid all actions from this category.

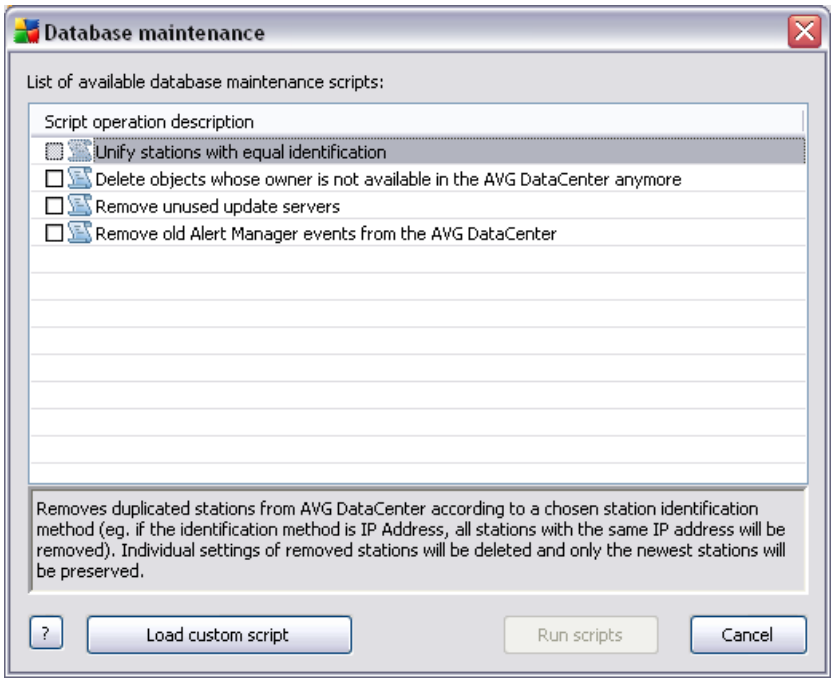
- ***Group access tab***

  The Group access tab allows you to set access rights to user defined groups of stations. Double-click on one of these groups to trigger a drop down menu (or right-click on it to trigger the context menu with same contents). Now choose the permission type.

  You can give the user of the account the ***Full access*** to the group, allow him/her just to view the group by selecting ***Read only***, or completely forbid him/her to access the group by choosing ***No access*** option.

11.10. How to maintain the DataCenter database

AVG DataCenter database maintenance is easy due to predefined scripts, that can be easily accessed from the ***Tools/Database Maintenance*** upper menu.


Database maintenance
List of available database maintenance scripts:
Script operation description
Unify stations with equal identification
Delete objects whose owner is not available in the AVG DataCenter anymore
Remove unused update servers
Remove old Alert Manager events from the AVG DataCenter
Removes duplicated stations from AVG DataCenter according to a chosen station identification method (eg. if the identification method is IP Address, all stations with the same IP address will be removed). Individual settings of removed stations will be deleted and only the newest stations will be preserved.
?
Load custom script
Run scripts
Cancel

The predefined scripts are as follows:

- ***Unify stations with equal identification***

Choosing this script will remove duplicated stations from the AVG DataCenter according to chosen station identification method (e.g. if the identification method is IP address, all stations with the same IP address will be removed). Individual settings of removed stations will be deleted and only the newest stations will be preserved.

- ***Delete objects whose owner is not available in the AVG DataCenter anymore***

  Choosing this script will remove all settings, tests, rules and the scheduled tasks belonging to stations that no longer exist in the AVG DataCenter anymore from the AVG DataCenter.

- ***Remove unused update servers***

  Choosing this script removes all update servers that have not communicated for more than 7 days from the AVG DataCenter.

- ***Remove old Alert Manager events from the AVG DataCenter***

  Choosing this script removes all Alert Manager events older than 7 days from the AVG DataCenter.

Check the scripts you are willing to apply and click ***Run scripts*** button to use them. Please note, that the database maintenance process may take a while.

You can also use the ***Load custom script*** button to choose a custom SQL Script file manually. This option is recommended only to advanced users.

11.11. List of AVG Setup Parameters

The following tables contain list of AVG setup parameters that can be used by advanced users to customize the AVG installation (i.e. by editing the produced installation scripts or by creating new ones). Most of these parameters are used by AVG Network Installer automatically to install AVG in silent mode with desired components, settings, etc.

Syntax:

Setup /Parameter_Name *Option*

Usage examples:

setup.exe /HIDE

setup.exe /LANGID 0x407

avgsetup.exe /RESTART_DELAY 60

avg_ipw_stf_all_90_716a1803.exe /ADD_FEATURE fea_AVG_IdentityShield /HIDE

You can also create a text file with a list of parameters and values, and pass it to the setup file by the SCRIPT_FILE parameter:

avg_ipw_stf_all_90_716a1803.exe /SCRIPT_FILE c:\data\my_script_file.ini

Parameter name	Description
UNINSTALL	Starts setup in uninstall mode.
REINSTALL	Starts setup in reinstall mode.
HIDE	Starts setup in silent mode.
PROGRESSONLY	Starts unattended setup - only dialogs with progress bars are displayed.
LOG <*log file path*>	Specifies a path to the installation log file (the path must exist). ***Default value:*** *%TEMP%\avg9inst.log*
SCRIPT_FILE	A complete path to a file with additional setup parameters.
NAME <*name*>	An user name applicable during the registration dialog.
COMPANY <*company*>	A company name applicable during the registration dialog.
LICNO <*license_number*>	A license number.
LANGID <*lng_id*>	A language in which installation is started. Possible options are as follows: 0x405 - Czech 0x406 - Danish 0x407 - German 0x40C - French

	0x409 - English (United States) 0x40E - Hungarian 0x410 - Italian 0x411 - Japanese 0x412 - Korean 0x413 - Dutch 0x415 - Polish 0x416 - Brazilian Portuguese 0x816 - Portuguese (Portugal) 0x419 - Russian 0x41B - Slovak 0x41F - Turkish 0x804 - Chinese (Simplified) 0x404 - Chinese (Traditional) 0x043E - Malay 0x0421 - Bahasa (Indonesian) 0x081A - Serbian 0x040A - Spanish Eventually all other Windows supported locale codes in the hexadecimal format can be used, if the setup contains the proper language files.
ADD_FEATURE *<feature_name>*	Adds a component (feature) to the installation. The list of all available feature values is available below in the next table.
REMOVE_FEATURE *<feature_name>*	Removes a component (feature) from the

	installation. The list of all available feature values is available below in the next table.
TARGET_DIR <*path*>	An installation folder.
QUIT_IF_INSTALLED	Quits the installation if AVG is already present on the computer.
KILL_PROCESS_IF_NEEDED	Automatically terminates processes, that cannot be closed normally.
NOAVGTOOLBAR	Suppresses installation of AVG Toolbar.
RESTART	Restarts the computer at the end of the installation even if it is not required by the application.
NORESTART	Suppresses restart after installation. ***Note:*** *AVG may not work properly until the restart takes place.*
RESTART_DELAY <*time in seconds*>	Displays countdown system dialog before restart if the restart is required (applicable to silent installation as well).
UPDATE_SERVER <*servers_string*>	An URL with update servers (used by AVG Network Installer only).
DCPATH <*connection_string*>	An connection string to a DataCenter (used by AVG Network Installer only).
ADM_GRP_STATION <*group_name*>	Adds a station to a group (used by AVG Network Installer only).
NOSTART	Does not start any AVG processes/ services/drivers during installation (no configuration is altered because AVG First Run Wizard is skipped as well)
DISABLE_SCAN	Disables default scan plans after the installation.

ENABLE_WINFW	Activates Windows Firewall during uninstallation of AVG Firewall.
DONT_ENABLE_WINFW	The Windows Firewall is not activated (i. e. during uninstallation or in other cases).
AUTOPROFILE <*On*|*Off*>	Switches on or off the automatic profile check feature (applicable to Firewall component). If switched off, no asking dialog will be displayed when the network changes.
SETPROFILE <*Domain*||*OnMove*|| *HomeNetwork*>	Sets the chosen profile as active after the installation. If the AUTOPROFILE parameter is not present, it is automatically switched off.
NOUPDATE	The AVG update is skipped in the First Run Wizard.
CFGFILE_PATH <path>	The path to the configuration settings file (used by AVG Network Installer only).
MANDATORYONLY	If used with ***CFGFILE_PATH*** parameter, only mandatory items from the specified configuration file are stored to configuration (used by AVG Network Installer only).
SKIP_ROLLBACK	If an error occurs during installation, AVG stays as is (i.e. partially installed) to allow better diagnostics - no rollback of changes is performed.
SUPPRESS_SCAN_OPTIMIZATION	Does not show ***AVG Optimization Scan*** dialog after the First Run Wizard (i.e. after installation) and automatically sets the First optimization scan to be run with the first scheduled scan.

Available feature (component) values for ***ADD_FEATURE*** and ***REMOVE_FEATURE*** parameters:

Note: *Whether a feature can be really installed or not depends mostly on its presence in the installation package, also on a license number and in some cases*

(plug-ins) on other software that must be present on the target PC.

Feature name	Feature description
fea_AVG_Firewall	AVG Firewall
fea_AVG_HttpScanner	AVG Online Shield
fea_AVG_LinkScanner	AVG LinkScanner
fea_AVG_SafeSurf	AVG Surf-Shield
fea_AVG_SafeSearch	AVG Active Search-Shield
fea_AVG_IdentityShield	AVG Identity Protection
fea_AVG_AntiRootkit	AVG Anti-rootkit
fea_AVG_AlertManager	AVG Alert manager
fea_AVG_SystemTools	AVG System tools
fea_AVG_CI	AVG Remote Administration library
fea_AVG_SettingsManager	AVG Settings Manager
fea_AVG_Languages	All languages
fea_AVG_Language_CZ	Czech
fea_AVG_Language_FR	French
fea_AVG_Language_GE	German
fea_AVG_Language_HU	Hungarian
fea_AVG_Language_IT	Italian
fea_AVG_Language_JP	Japanese
fea_AVG_Language_NL	Dutch

fea_AVG_Language_PB	Brazilian Portuguese
fea_AVG_Language_PT	Portuguese (Portugal)
fea_AVG_Language_PL	Polish
fea_AVG_Language_SC	Serbian
fea_AVG_Language_SK	Slovak
fea_AVG_Language_SP	Spanish
fea_AVG_Language_DA	Danish
fea_AVG_Language_US	English (US)
fea_AVG_Language_RU	Russian
fea_AVG_Language_KO	Korean
fea_AVG_Language_ID	Bahasa (Indonesian)
fea_AVG_Language_IN	English (Indian)
fea_AVG_Language_MS	Malay
fea_AVG_Language_TR	Turkish
fea_AVG_Language_ZT	Chinese (Simplified)
fea_AVG_Language_ZH	Chinese (Traditional)
fea_AVG_EmailPlugins	AVG e-mail plug-ins
fea_AVG_Bat_plugin	AVG E-mail plug-in for TheBat!
fea_AVG_Exchange_plugin	AVG E-mail plug-in for Microsoft Outlook
fea_AVG_EMC	AVG E-mail scanner

fea_AVG_Antispam	AVG Anti-spam
fea_AVG_Office_2000_plugin	Plug-in for MS Office 2000 - 2007
fea_AVG_Desktop_Shortcut	Desktop shortcut icon
fea_AVG_StartMenu	Start menu items
fea_AVG_ExchangeServer_AS	AVG Anti-spam for MS Exchange Server
fea_AVG_ExchangeSmtpTransportAgent_EMC	Email scanner for MS Exchange Server (SMTP TA)
fea_AVG_ExchangeRoutingTransportAgent_EMC	Email scanner for MS Exchange Server (Routing TA)
fea_AVG_ExchangeVSAPI_EMC	Email scanner for MS Exchange Server (VSAPI)
fea_AVG_SharepointServer_AV	Email scanner for MS Sharepoint Server

12. AVG DataCenter

The AVG DataCenter consists of a database, and **AVG Admin Server**. The **AVG Admin Server** performs the role of a mediator between the AVG DataCenter and AVG stations. The AVG Admin Console uses the AVG Admin Server to approach the AVG DataCenter database, and to centrally define settings for stations and system parameters. AVG stations approach the AVG Admin Server to read the setup parameters; and to save their currently defined setting and scan results into the AVG DataCenter.

The communication with stations is possible only if the ***Remote Administration*** component is properly installed on all stations, and connected to the AVG DataCenter.

The AVG DataCenter contains an implemented SQL database, or it can be attached to a separate database server running either on the same or another computer within the local network.

Attention: *Particular database engines can serve only a limited number of connected computers. More information on this topic can be found in the DataCenter role chapter.*

12.1. Maintenance

After a considerable period of AVG Internet Security Business Edition use (i.e. AVG Admin Console use), some inconsistencies or duplication in the AVG DataCenter may appear. Such a situation puts increasing demands on the network load, and the maintenance options are aggravated. For easy AVG DataCenter maintenance we have prepared several scripts that will help you perform the frequently required maintenance operations. During maintenance (when a script is active) the AVG DataCenter is locked, and users cannot access it.

The maintenance scripts are available from the AVG Admin Console, menu ***Tools/ Database Maintenance***.

12.2. Password protection

You can password protect access to the AVG Datacenter database and to the AVG Admin Server.

- ***Access to the AVG DataCenter database***

  The username and password for the database access is mandatory and it can be changed within the AVG Admin Server Settings, ***DataCenter*** tab, ***Database Access*** section.

  Note: *The login details for the internal Firebird database are predefined and cannot be changed.*

- ***Access to the AVG Admin Server***

  Optionally you can also set username and password to access AVG Admin Server. To do so navigate to the AVG Admin Server Settings, ***General*** tab, ***Server Access*** section.

  This username and password apply for connecting stations to the AVG DataCenter. These values must be correctly filled when connecting stations to the AVG DataCenter (either via the AVG Network Installer Wizard or manually).

If you require more people to access AVG Admin Console and administer stations/ settings on a different level, you can also create various user accounts with miscellaneous access rights.

To manage access to the AVG DataCenter via AVG Admin Console, navigate to the ***DataCenter*** upper menu and select ***AVG DataCenter settings*** item. More information on this topic is available in the ***How to.../How to manage access rights*** chapter**.**

12.3. Converting the AVG DataCenter to a Different Database

The AVG Admin Server Deployment Wizard is able to automatically convert any existing AVG DataCenter to a different database format.

It is also possible to convert the AVG DataCenter from one AVG DataCenter to another using the Export/Import functions. From within the AVG Admin Console it is possible to export the AVG DataCenter to a portable text format (menu ***DataCenter/Database Export***) and import the data during the AVG Admin Deployment Wizard.

More information about the wizard can be found in the AVG Admin Deployment Wizard chapter.

12.4. Web Interface

The AVG Admin Server offers a web interface with overview of its status, roles details and other information.

You can access the status pages by entering the connection string into your favorite internet browser:

http://localhost:4158/

Where ***localhost*** represents your AVG Admin server address and ***4158*** is a default port number.

Except basic information, DataCenter and UpdateProxy roles overview, there are the following buttons available:

- ***List of all stations*** - lists all stations currently held in DataCenter.

- ***List of non-compliant stations*** - lists all stations that are currently in an error state.

- ***List of served stations*** - this option will be available only if there is UpdateProxy role installed. Use this button to list stations that are receiving updates from this server.

13. AVG Managed Update

Please Note: the *AVG Managed Update service and all its settings are available only if you use a proper license!*

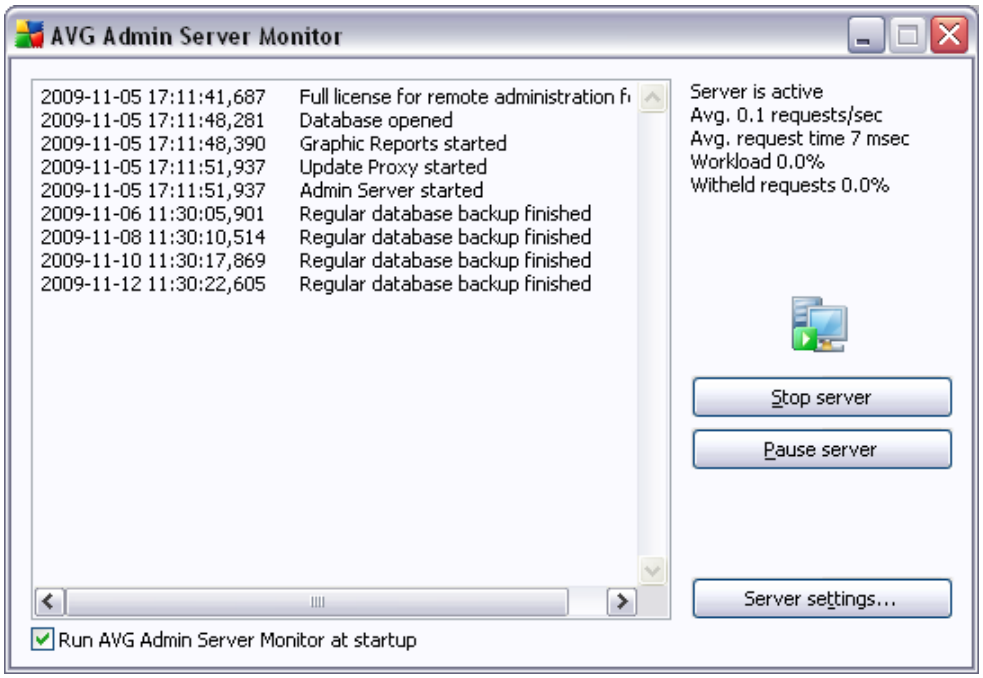
The **AVG Managed Update** is a service for our clients that enables forced AVG updates invoked by the AVG Technologies corporation. Using the service, a registered **AVG Admin Server** can be told by an external incentive (a special TCP/UDP packet sent by a program residing at the AVG Technologies server) that a new update is available. The update files are downloaded then and an update notification is distributed to the defined AVG stations instantly (see the description of the Client info tab for details).

Thus you can obtain and distribute the update immediately after its release. This is another security enhancement, which helps keeping your system even more up-to-date than regular scheduled update checking. But note that the scheduled update does not lose its sense – on the other hand, we recommend you do not neglect the proper setup of scheduled updates, for they can serve as a reserve when the AVG Managed Update feature is not functional for any reason.

Note: *Only a server with a public IP address can receive update notification packets. And for a server in a firewall-protected network, the respective port (4157 by default) must be allowed for incoming connections.*

The **AVG Managed Update** feature is controlled using a tab in the AVG Admin Server Monitor. The application is accessible from the ***AVG 9.0 Remote Administration*** folder of the ***All Programs*** folder in the ***Windows Start*** menu.

Press the ***Server settings*** button in the **AVG Admin Server Monitor** interface:


AVG Admin Server Monitor
2009-11-05 17:11:41,687 Full license for remote administration f
2009-11-05 17:11:48,281 Database opened
2009-11-05 17:11:48,390 Graphic Reports started
2009-11-05 17:11:51,937 Update Proxy started
2009-11-05 17:11:51,937 Admin Server started
2009-11-06 11:30:05,901 Regular database backup finished
2009-11-08 11:30:10,514 Regular database backup finished
2009-11-10 11:30:17,869 Regular database backup finished
2009-11-12 11:30:22,605 Regular database backup finished
Server is active
Avg. 0.1 requests/sec
Avg. request time 7 msec
Workload 0.0%
Witheld requests 0.0%
Stop server
Pause server
Server settings...
Run AVG Admin Server Monitor at startup

Note: For complete description of the AVG Admin Server Monitor interface and functionality please refer to the ***Configuration/AVG Admin Server Settings*** section of this document.

Click on the ***Managed Update*** tab to open the AVG Managed Update configuration:

Here you can manage reception parameters of your AVG Admin Server with respect to the AVG Managed Update feature. The following fields are present within the tab:

- ***Server ID***

  Identification of your server, obligatory parameter. It must be the same as your AVG Managed Update service ID registered by AVG Technologies corporation.

- ***Port (TCP)***

  The field defines the TCP port where the AVG Admin Server listens for the incoming commands.

- ***Local address (TCP)***

  The address where the AVG Admin Server listens for the TCP encoded incoming commands.

- ***Port (UDP)***

  The field defines the UDP port where the AVG Admin Server listens for the incoming commands.

- ***Local address (UDP)***

  The address where the AVG Admin Server listens for the UDP encoded incoming commands.

- ***Port for client communication***

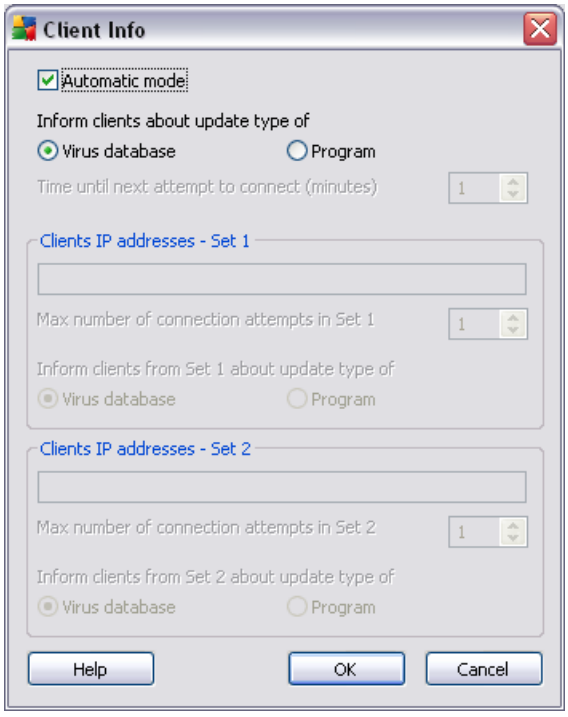
  Enter the number of the port for AVG Managed Update-related communication between the AVG Admin Server and AVG stations.

  Note: *The port must be the same as the AVG Internet Security Business Edition port number set on the stations.*

In the ***Number of stations to notify (per minute)*** section choose, how many stations should be notified per minute (to avoid overloading; the default value is 15).

Note: *You can set the default port values for any above field by pressing the respective* ***Set default port*** *button.*

The ***Client info*** button will open the following dialog:



This dialog is designed to set up the parameters of the update distribution from AVG Admin Server to clients, or between AVG Admin Servers. Two modes of update distribution are available – automatic and manual:

- ***Automatic Mode*** (this option is checked)

This mode requires AVG DataCenter support (so the mode is not accessible when the AVG Admin Server is used only for update management).

The AVG Admin Server gets the stations' (or their IP addresses') list from the AVG DataCenter in the automatic mode and sends the update command to them. The principle is the same as for the AVG Admin Server Console application – the command is stored in the AVG DataCenter and a notification is sent to the station. When a station cannot be reached, it will process the command within the next synchronization with the AVG DataCenter database.

In the ***Inform clients about update type of*** section you can choose to inform stations either about ***Virus database*** updates or ***Program*** updates using the respective radio button.

- ***Manual Mode (the Automatic mode option is not checked)***

  Define specific IP addresses of AVG stations for update distributions in the manual mode. You can divide your clients into two groups, when you want to define different rules for particular clients. This mode can be used even if there is no AVG DataCenter support.

  In the ***Time until next attempt to connect (minutes)*** specify the time (in minutes), after which the server should try to contact stations that have not been responding during the previous attempts. It will try to connect to all clients until all of them are informed about the update or the allowed number of connection attempts is exceeded.

  The fields for each group are as follows (the X stands for the group number):

  - ***Clients IP addresses - Set X*** – the list of clients' IP addresses; available forms of values are: full IP address, station name, list of IP addresses divided by comma, IP address range (using the start and the end address of range, divided by a dash) or address combined with network mask. Examples of address specifications follow:

    122.64.200.216 (IP address)

    122.64.200.125-122.64.200.133 (IP address range)

    192.168.0.1,192.168.0.3 (list of IP addresses divided by comma)

    station26 (station name)

    10.10.2.0/255.255.255.0, 122.64.200.173 (subnet mask and address)

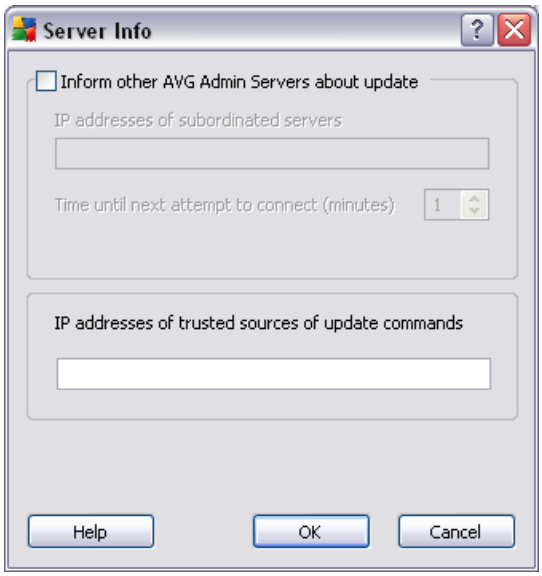
  - ***Max. number of connection attempts in Set X*** – the maximum number of connection attempts for the given set; if set to 0, an unlimited number of attempts is allowed. The default values are 1 for the first set and 0 for the second.

- ***Inform clients from Set X about update type of*** – select either ***Virus database*** or ***Program*** using the respective radio button.

Note: *When you put a station into both of the sets, it is taken as if it were in the second one (the second set has higher priority). Thus you can define all your stations in the first set and the stations with special rules to be applied in the second one.*

Note: *Any AVG Managed Update related changes performed in the AVG Admin Server Monitor configuration interface are saved after pressing the* ***OK*** *button.*

The ***Server info*** button will open the following dialog:



- ***Inform other AVG Admin Servers about update***

  By ticking this checkbox you will allow the application to also inform other AVG Admin Servers about newly downloaded updates.

  Enter the appropriate server IP value(s) to the ***IP addresses of subordinated servers*** field. The AVG Managed Update updating command will then be sent to these addresses. As a part of this command is information about the URL to be used for updating.

  If the AVG Admin Server does not receive a confirmation of the AVG Managed Update command acceptance from one of the defined servers, it will repeat the attempt later. Choose the requested time interval (in minutes) in the ***Time until next attempt connect (minutes)*** section.

- ***IP addresses of trusted sources of update commands***

  If you need the AVG Admin Server to accept unsecured AVG Managed Update commands from different AVG Admin Servers, it is necessary to define IP

addresses of trusted servers into this field.

Fill this field only on servers, which are subordinated to AVG Admin Servers accepting AVG Managed Update commands from the AVG Technologies company.

All server addresses on this tab can be inserted in the same way as addresses in the **Client Info** dialog (i.e. as a full IP address, station name, IP address range, IP address and mask or combination of all mentioned methods).

14. Updates

14.1. General Information

AVG offers two update levels to select from:

- ***Definitions update*** contains changes necessary for reliable anti-virus, anti-spam and anti-malware protection. Typically, it does not include any changes to the code and updates only the definition database. This update should be applied as soon as it is available.

- ***Program update*** contains various program changes, fixes and improvements.

When scheduling an update, it is possible to select which priority level should be downloaded and applied.

You can distinguish between two types of update:

- ***On demand update*** is an immediate AVG update that can be performed any time the need arises.

- ***Scheduled update*** - within AVG it is also possible to pre-set an update plan. The planned update is then performed periodically according to the setup configuration. Whenever new update files are present on the specified location, they are downloaded either directly from the Internet, or from the network directory. When no newer updates are available, nothing happens.

Note: *If a time coincidence of a scheduled program update and scheduled scan occurs, the update process is of higher priority and the scan will get interrupted.*

14.2. Update within the Local Network

AVG stations can perform an update directly from the AVG Technologies web servers. Also, it is possible to download the update file onto a LAN server, and configure the AVG stations for local update.

For smaller networks (20-25 stations typically) it is recommended to update directly from the internet. AVG update files are designed so that always the smallest available required files are downloaded.

If the network consists of more than 50 stations, it is better to maintain mirroring of all the available update files within the local network. All the update files (that could be used for all the previous AVG versions update) must be downloaded this way to allow AVG stations to use the current file to perform the program/virus database update.

Generally, there are two options of update files local mirroring. The recommended option is using the UpdateProxy role, that can be deployed also on multiple servers.

See the ***Deploying multiple UpdateProxy roles*** chapter for more information.

By using this, the AVG Admin Server is able to automatically download all necessary update files. AVG stations then search for the update files on the computer with the AVG Admin Server running. This option is considered the preferred way of update file distribution within the local network.

However, it is possible to use any other web server for this kind of update. The server only has to share one isolated folder accessible by AVG stations. When you are using Microsoft Information Server, for example, the root of all the accessible folders is usually C:\InetPub\wwwroot. Supposing C:\InetPub\wwwroot\avgupdate folder, which is accessible by web interface, is present on the web server called localweb. Web (HTTP) clients can access documents and files in this directory by the URL http://localweb/avgupdate. Following these steps, AVG stations will use the same URL http://localweb/avgupdate for updates.

Update files for distribution can be downloaded from the http://www.avg.com website, section ***Support Center/Downloads***.

15. AVG Admin Server for Linux

AVG Admin Server 9.0 for Linux is designed for administration of AVG DataCenter using the HTTP communication protocol for connection between the AVG stations and DataCenter. A Firebird server is used for accessing the DataCenter database.

AVG Proxy server is also a part of the AVG Admin Server and serves for mirroring update files that can be accessed via the HTTP protocol.

This chapter includes the following topics:

- ***Installation***
- ***Description of start-up parameters***
- ***Configuration***

News and changes related to the application can be found in the *Changelog* file.

The AVG Proxy server feature is included in the *AVG Admin Server 9.0 for Linux*. There are several options available in the configuration file that can be used to customize settings. For more information see the manual page of *avgadmsrv.conf,* check each option's description in the configuration file or visit the Configuration chapter below.

The *AVG Admin Server 9.0 for Linux* contains also AVG Managed Update service. This service provides the fastest way of new updates notification to AVG stations in your local network.

More information about this service can be found in the AVG Managed Update chapter.

If you require more information about the Firebird database engine, please refer to the following website:

http://www.firebirdsql.org

15.1. Installation

This chapter describes AVG Admin Server 9.0 for Linux installation.

The following libraries are required for successful installation:

- ***libgds.so***
- ***libstdc++.so.6***
- ***libgcc_s.so.1***
- ***libc.so.6***

AVG Admin Server 9.0 for Linux is compatible with the following Firebird servers:

- ***Firebird Super Server 2.0 (Recommended) or higher***
- ***Firebird Classic Server 2.0 or higher***

15.1.1. Firebird Installation

Note: *If you have one of the supported Firebird servers already installed, please skip to the* ***AVG Admin Server 9.0 for Linux Installation*** *section.*

Please download and install one of the supported Firebird servers. On some distributions, the Firebird server is already included and can be easily installed. For example on Debian/Ubuntu:

 # apt-get install firebird2.0-super

 # dpkg-reconfigure firebird2.0-super

In other cases you can simply download the installation package and install it manually. The file can be found at the URL below:

http://www.firebirdsql.org/index.php?op=files

15.1.2. Database Setup

If you have an existing DataCenter database, please copy it to the following (default) location:

/opt/avg/avgadmsrv/var/db

and rename as ***avgdb.fdb***.

Note: *You may want to check the access rights of the* ***avgdb.fdb*** *file prior to AVG Admin Server 9.0 for Linux startup. The Firebird server must have the read/write access to the* ***avgdb.fdb*** *database.*

If you are installing AVG Admin Server 9.0 for Linux for the first time and you do not have any DataCenter database file created yet, the AVG Admin Server 9.0 for Linux install script will install an empty DataCenter database for you.

If you want to create a special Firebird user account for AVG DataCenter database, use the following commands:

/opt/firebird/bin/gsec -user SYSDBA -password masterkey -add <user> -pw <password>

/opt/firebird/bin/gsec -user SYSDBA -password masterkey -display

You will be asked for this username and password later on during AVG Admin Server

installation process.

15.1.3. AVG Admin Server 9.0 for Linux Installation

Download the latest installation package of AVG Admin Server 9.0 for Linux (avgadmsrv *-9.x.xxx.i386.tar.gz*) from the following URL:

http://www.avg.com/download

Note: *You do not need to uninstall the existing version of AVG Admin server (8.0 and higher). You will be asked to keep or replace the old database and configuration file during installation. It is recommended to backup these first.*

To install AVG Admin Server 9.0 for Linux, follow these instructions:

1. ***Unpack the installation file:***

   $ tar -xvzf avgadmsrv-9.x.xxx.i386.tar.gz

2. ***Switch to the avgadmsrv directory***

   $ cd avgadmsrv-9.x.xxx.i386

3. ***Launch the interactive installation script as the root user:***

   # ./install.sh

   Note: *If you are upgrading your installation, you need to stop the avgadmsrvd service first:*

   /etc/init.d/avgadmsrvd stop

4. ***Confirm License Agreement***

   Please read the License Agreement. If you agree to the terms displayed, use ***q*** to close the screen and type ***yes*** to continue.

5. ***Confirm Group Name***

   Press enter to use default group name (avg) in which the AVG Admin Server will be installed or specify a custom one.

6. ***Confirm Username***

   Press enter to use the default username (avg) under which the AVG Admin Server will be run or type in a custom one.

   Note: *AVG Admin Server does not require root privileges to run properly. It is recommended to run AVG Admin Server under non-privileged user account.*

7. Firebird Server Database Installation

The installation script will try to create a Firebird Database, so unless you plan to create it later yourself or you have an existing one, you should make sure that the Firebird engine is installed and its service is running.

You will be prompted to enter an username, under which the Firebird Server is running (default is ***firebird***) and database owner (default is ***SYSDBA***)with password (default is ***masterkey***, but we strongly recommend to use a custom one).

8. Start AVG Admin Server

Use the following command to start the AVG Admin Server:

/etc/init.d/avgadmsrvd start

15.1.4. Manual Database Upgrade

We recommend using the interactive installation script for upgrading your AVG Datacenter database. If you decide to upgrade it manually, follow these steps:

1. Database Copy

Copy your old database to the ***/opt/avg/avgadmsrv/var/db*** directory as ***avgdb.fdb***.

2. Stop the AVG Admin Server

 # /etc/init.d/d/avgadmsrvd stop

3. Upgrade database

$ avgadmsrv --upgradeDB

4. Check the database version to make sure the upgrade was successful

$ avgadmsrv --versionDB

5. Start the AVG Admin Server again

 # /etc/init.d/avgadmsrvd start

15.1.5. License

Without registration with a valid license number you will not be able to connect to DataCenter or perform updates over the HTTP protocol using AVG Admin Server 9.0 for Linux in your local network.

If you want to use this feature, please register this product with a valid license

number for AVG Internet Security Business Edition. To register, use the following command (replace the sample license number with a real one):

 # avgadmsrv --register 9ISMB-AX9VD-PXC4X-4X4D4-ABSRV-ZUMMY-1PLN

To obtain the license number contact either your AVG reseller or visit http://www.avg.com.

15.1.6. AVG Admin Server 9.0 for Linux Configuration

If you require to change some default settings, you can do so in the configuration file. You can open the configuration file *avgadmsrv.conf* from the following location:

/opt/avg/avgadmsrv/etc/avgadmsrv.conf

You should restart the AVG Admin Server after each change. To restart the server use the following command:

 # /etc/init.d/avgadmsrvd restart

You can find detailed configuration description in the ***Configuration*** chapter below.

15.1.7. Installation Verification

To test the installation try connecting to your AVG Admin Server 9.0 for Linux from AVG stations or from the AVG Admin Console. Use the connection string in the following format:

http://host[:port]

15.1.8. Installation Troubleshooting

If you experience any troubles running AVG Admin Server 9.0 for Linux, review the ***faq*** file located in the installation package. Check the log files of the server application and also the Firebird server log file for error messages. AVG Admin Server 9.0 for Linux Log files are stored in the following directory:

/opt/avg/avgadmsrv/var/log

If necessary, please review the installation instructions and the related documentation for your Firebird server at the following URL: http://www.firebirdsql.org.

For more information about AVG Internet Security Business Edition please refer to the detailed documentation available at the following website http://www.avg.com/download-documentation.

15.2. Start-up Parameters

The AVG Admin Server 9.0 for Linux is designed for operation of the AVG DataCenter using the HTTP communication protocol for connection between AVG stations and the DataCenter. The DataCenter computer (server) should be available for individual stations via the HTTP protocol in order to work properly.

The AVG Admin Server 9.0 for Linux is running as a daemon and by default it is listening on port 4158 for incoming connections. To start/stop the server, please use the ***avgadmsrvd*** initial script. The main configuration for the server is stored in ***/opt/avg/avgadmsrv/etc/avgadmsrv.conf***. If this file is missing, the server will use default values or values entered via command line.

The syntax for AVG Admin Server 9.0 for Linux (avgadmsrv) is as follows:

avgadmsrv [-c** file **][-p** number **][-d** file **][-r** license **]

avgadmsrv -v | -h | -l

The startup parameters are:

- ***-c, --config file***

  Use other then default configuration file. Default configuration file is *avgadmsrv.conf* stored by default in the following directory:

  /opt/avg/avgadmsrv/etc

- ***-p, --port number***

  Port number where AVG Admin Server 9.0 for Linux listens for connection. The default value is 4158.

- ***-d, --dbase file***

  Specification of the path to the DataCenter database. The default value is:

  /var/opt/avg/datacenter/avgdb.fdb

- ***-r, --register license***

  Register the product with a license number.

- ***-l, --license***

  Display information about license.

- ***-v, --version***

Display version of AVG Admin Server 9.0 for Linux.

- ***-h, --help***

  Display command line help for AVG Admin Server 9.0 for Linux.

- ***-D, --daemonize***

  Run AVG Admin Server 9.0 for Linux in background as Unix daemon.

- ***-P, --make-pidfile FILE***

  Write Admin process ID into the specified file.

AVG Admin Server 9.0 for Linux database related parameters:

- ***--versionDB***

  Display the current database version.

- ***--sqlScriptsPath DIR***

  A path to the directory with SQL scripts to be used with the parameters below. The default path is:

  /opt/avg/avgadmsrv/var/db/scripts/

- ***--exportDB DIR***

  Export database to the specified directory.

- ***--importDB DIR***

  Import database from the specified directory.

- ***--createDB***

  Create a new database.

- ***--upgradeDB***

  Upgrade the database to the most current version.

- ***--executeSQLscript FILE***

  Execute specified SQL script on the database.

15.3. Configuration

The configuration of the AVG Admin Server 9.0 for Linux is stored in the ***avgadmsrv.conf*** file in the */opt/avg/avgadmsrv/etc* directory. The automatic setup works with the DataCenter saved in the ***avgdb.fdb*** file in the */opt/avg/avgadmsrv/var/db* directory. Port 4158 is used for connection with AVG stations and the server accepts connections on all installed network adapters.

The ***avgadmsrv.conf*** file is in plain text format. Each parameter is on a separate line, empty lines and lines starting with # (hash mark) are ignored.

The options are as follows:

- ***Port***

  Specifies the port that the server will use for incoming connections. If the UpdateProxy role is enabled, this port will be used also for providing updates. The default value is 4158.

- ***LocalAddr***

  Specifies a local address that the server will use for incoming connections. The default value is empty, meaning any local address can be used. If the specified name resolves to more than one address then first available address is used (the server tries all of them).

- ***EnableDataCenter***

  Specifies whether the Datacenter role is enabled or not. Set this parameter to 1 in order to enable the DataCenter role. Set this parameter to 0 to disable it (default).

- ***DatabaseType***

  Specifies the database type. Currently the only option is: ***Firebird***.

- ***ConnectionString***

  Full path to the database file. Default value is ***avgdb.fdb*** - i.e. the database file stored by default in the */opt/avg/avgadmsrv/var/db* directory. The remote Firebird Server and database file can be specified with the following string: *[remote_host:]database_path*

- ***MasterDatacenter***

  Connection string (*http://user:password@server:port*) to the master Datacenter. Specify this only if you use multiple Datacenters.

- ***Username, Password***

Username and password that the stations will have to use in order to access DataCenter. If these values are empty, authentication is not required. If the values are set, stations are obliged to use them. No authentication is required by default, but we recommend to use the password protection.

- ***DBAUsername, DBAPassword***

  Username and password for accessing the database. The default values for Firebird server are as follows:

  DBAUserName=SYSDBA

  DBAPassword=masterkey

- ***EnableUpdateProxy***

  Specifies whether the UpdateProxy role is enabled or not. Set this parameter to 1 in order to enable the UpdateProxy role. Set this parameter to 0 to disable it (default).

- ***LocalHttpServerRoot***

  Directory where AVG Admin Server stores downloaded update files for stations. For example: */opt/avg/avgadmsrv/var/update*. By default, this function is disabled.

- ***HttpServerRoot***

  The URI (address part) used in the update URL to access updates from AVG Admin Server. The default value is /avgupdate - update URL is then ***http://<server name>:4158/avgupdate***

  HttpServerRoot=/avgupdate

- ***HttpLogPath***

  By default the server does not log HTTP requests. If this option is used then all HTTP requests are logged in the "Apache Server Combined log file format" into the specified file.

- ***UpdateURL***

  List of update URLs which the server should use to download update files. URLs are separated by semicolon and the '+' prefix indicates an enabled URL.

  The Default value is:

  +http://update.avg.com/softw/90/update;+http://backup.avg.cz/softw/90/update

- ***Proxy***

  Specified proxy server is used for downloading update files. The acceptable form is:

  http://user:password@server:port

- ***ProxyAuthType***

  Specifies proxy authorization type. Supported values are ***Any*** (default), ***Basic*** and ***NTLM***.

The following options specifies e-mail settings used for e-mail notifications.

EmailFrom - The sender's e-mail address.

EmailTo - The recipient's e-mail address.

EmailCc - carbon copy; another e-mail recipient (visible in the message header).

EmailBcc - blind carbon copy; another e-mail recipient (will not be visible in the message header).

EmailReplyTo - the e-mail address that should be used for replying.

EmailSubject - custom e-mail subject.

EmailSmtpServer - SMTP server address (server for sending e-mail messages).

EmailSmtpPort - port of the SMTP server. The default value is 25.

SmtpUsername - if the SMTP server is protected, specify the username here, otherwise leave empty.

SmtpPassword - if the SMTP server is protected, specify the password here, otherwise leave empty.

- ***UseEncryptedProtocol***

  If set to 1, the communication between stations and AVG Admin Server will be encrypted. The default is 1. Use 0 to disable the feature.

- ***ConnectionCount***

  The number of allowed connections to the database. By default, this function is disabled.

- ***SqlRestartInterval***

  Interval in milliseconds that indicates, how often the AVG Admin Server will try to

reopen connection to the database in case of a failure. The default value is 120000 (2 minutes).

- ***EnabledStatusPage***

  Set this to 1 to enable AVG Admin Server status page. Use 0 to disable the feature.

- ***MaxStationUpdatesPerMinute***

  The maximum number of stations per minute that will be notified about new update files. This option prevents overloading of AVG Admin Server after a new update. Use 0 for no limit. The default value is 15 (15 stations per minute).

- ***MaxConcurrentRequests***

  The maximum number of concurrent requests from stations. This option prevents overloading of AVG Admin Server. The default value is 25 (25 requests at once).

- ***MaxConcurrentDownloads***

  Maximum number of concurrent downloads of update files from the update server (default is 5).

- ***MaxUpdateFilesAge***

  How many days should the downloaded update files for stations stay on the drive before their removal (default is 30).

- ***DatabaseBackupPeriod***

  How often (in hours) should the server backup the database. Set to 0 (zero) to disable regular backing up. (default is 48).

- ***MaxDatabaseBackupAge***

  For how long should the server store the regular database backup (in days). Set to 0 (zero) in order to keep the backups untouched, i.e. forever (the default value is 14).

- ***BackupAlsoScanLogs***

  If set to 1, scan logs in the database will also be backed up during the regular database backup and database export process (not recommended - scan logs may get very big). The default value is 0.

- ***AntispamAllowedDomains***

  List of allowed domains to be accessed by the AVG Admin Server. Only affects AVG Anti-Spam updates. Set to * to allow all domains. Example:

AntispamAllowedDomains=mailshell.net;avg.com;avg.cz;

- ***AntispamMaxConcurrentRequests***

  The maximum number of concurrent Anti-Spam updates. Set to 0 for unlimited count.

- ***AntispamProxy***

  A proxy server used for Anti-Spam updates. Use the following format:

  http://user:password@server:port

  Only valid if normal proxy server is not defined.

- ***EnableAntispamUpdates***

  If set to 1 (default), AVG Admin Server will also provide updates for AVG Anti-Spam.

16. FAQ and Technical Support

Should you have any problems with your AVG Internet Security Business Edition, either business or technical, please refer to the ***FAQ*** section of the AVG website at http://www.avg.com/faq.

If you do not succeed in finding help this way, contact the technical support department by email. Please use the contact form accessible from the system menu via ***Help / Support by e-mail*** in the AVG application.

If you have gone through this documentation and you are still not sure about what level or type of **AVG Internet Security Business Edition** functions are best for you, we recommend that you consult the AVG Technologies technical support department: http://www.avg.com/support-existing.

To help us find the best solution for AVG implementation on your network, please prepare the following information:

- the size of your network (the file server type, number of network stations)
- operating systems on the stations in the network
- average HW parameters of the station (or rather the minimum parameters)
- LAN or WAN, and the connection quality for WAN
- your demands for AVG Internet Security Business Edition (administrator's requirements, and administration extent)